INTERNATIONAL HANDBOOK: TABLE OF CONTENT

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Dear International Student/Scholar,

On behalf of the International Student & Scholar Services team (ISSS), I would like to welcome you to Southern Methodist University. You have chosen to attend one of America’s premier comprehensive universities, and we are pleased that you are part of the SMU family. The SMU campus and community provide a variety of resources to ensure that your time here as a student or scholar is productive on both a personal and academic level. SMU is located in one of the most exciting cities in America, Dallas, with a vibrant and growing international community. Our 1600 international students and scholars enhance the diversity of our community and our campus, and we welcome your important contributions.

The International Student & Scholar Services team is committed to facilitating and enriching your experience before you arrive on campus and while you are here in the U.S. All members of the ISSS team work diligently to provide the best and most useful resources prior to your arrival through a comprehensive pre-arrival information packet. Once you arrive on campus, we welcome you with various immigration orientations in order to inform you of the various visa compliance regulations that you must follow as an international student or scholar in order to maintain your visa status. Our team is responsible for reporting to the federal Government all compliance events relating to our international population through SEVIS (Student and Exchange Visitor Information System). For this reason it is important that you check your SMU e-mail regularly, since regulations sometimes change.

It is our goal that you may enjoy every benefit that is afforded to you by your visa status. Our staff consists of a group of professionals who are prepared to respond to your unique needs through or excellent immigration advising system and programming opportunities to enrich your experience outside the classroom. We also partner with various organizations and communities that are dedicated to serving you in other areas, such as providing American host families or helping you improve your English Language skills. Whereas the ISSS team is dedicated to complying with government regulations, providing programming and cultural opportunities, it is our goal to enhance your personal, academic, and professional experiences while you are here as an F-1 or J-1 visa holder.

Once again, welcome to SMU. We are happy that you are with us, and we will try to make your stay at SMU as productive as possible. Please contact any member of the ISSS team if you have any questions or concerns. If we do not know the answers to your questions, we will try to find someone who does.

Best Regards,

Claudia Evelyn Sotomayor
Director
International Student & Scholar Services
Meet our Staff

Claudia Sotomayor
Director

Anna M. Marzillo
Assistant Director, SEVIS Data Management

Stephanie Hernandez
International Services Specialist

Anna Lippard
International Services Specialist

Yessica Carlos
International Records Specialist

Grace Lee
International Services Intern

Email: isss.smu.edu
Phone: 217-768-4475
Office Location and Hours

Location:
The Laura Lee Blanton Building
6185 Airline Road, Suite 216
Dallas TX 75205
Tel: 214-768-4475
Fax: 214-768-1051
issss@smu.edu

Office Hours:
Monday to Friday
8:30 am to 5:00 pm
Closed 12:00pm- 1:00pm for lunch.

Walk-In Hours:
Monday to Thursday:
9:00 AM to 11:00 AM and 2:00 PM to 4:00 PM

Appointments are available for the following reasons:
If you need to apply for Change of Status by ELIS,
If you need to apply Reinstatement by ELIS,
or any other personal issue that may require a long visit

To Make an appointment, visit: https://roomres.smu.edu/
Please note that an advisor must confirm your appointment.
What are Walk-In Hours?

- Meet with your International Student Advisor
  - No Appointment Necessary for Walk-ins
- Monday-Thursday: 9-11 & 2-4
- Blanton Building, Suite 216

**What Services are Provided?**
- On Campus Work Authorization
- Advising on CPT & OPT
- Reduced Course Load Questions
- Extensions
- Change of Level of Education
- Advising on your case & questions
As a visitor to the United States on a nonimmigrant visa, your presence in the U.S. is regulated by the Department of Homeland Security and SEVP, the Student & Exchange Visitor Program and the Department of State. The system which has been developed for tracking data for F-1 and J-1 visa holders is the Student and Exchange Visitor Information System (SEVIS).

You have several resources for understanding the regulations:
- The SMU International Student & Scholar Services Office.
- United States Citizenship and Immigration Services (USCIS)
- Department of Homeland Security (DHS)

It is of the utmost importance that you communicate all questions and concerns regarding your legal status in the United States to your SMU International Advisor. This person is at SMU specifically to guide you in matters of compliance with U.S. government regulations, which determines your ability to stay in the United States.

The guidelines for your maintaining your legal visa status are on page 3 of your I-20 if you have an F visa, and on page 2 of your DS-2019 if you have a J visa.

Ultimately, it is your responsibility to understand the regulations by which your stay in the U.S. is governed and to comply with these regulations. Failure to comply with these regulations will result in serious consequences, including the possibility of termination of your academic program, arrest, and deportation.

As an F or J visa holder, you were admitted to the U.S. for “duration of status” (D/S is found on the I-94 arrival document you can print from the Customs & Border website and on your I-20 or DS-2019). The I-94 document should indicate the immigration status you hold in the United States. This is very important to understand. The I-94 document should include a Duration of Status which means you are permitted to stay in the U.S. as long as you maintain your status by fulfilling the requirements of your visa.

Keep in mind that there is an important difference between your visa and your status. The visa is a stamp or sticker placed in your passport by a U.S. Embassy or Consulate official and is granted for entry purpose only. Even if your visa is valid, you can lose your legal F or J visa “status” if you do not continue to comply with immigration regulations governing your stay in the U.S.
What you need to know to be academically successful

Time for adjustment
Give yourself time to adjust to a new way of learning & higher expectations. It is crucial to arrive to SMU before the semester has begun and attend all mandatory AAROs and Graduate Student Orientation. Note, if you are not going to arrive before the semester begins, you must contact the ISSS Office.

What is a course syllabus?
The syllabus is a contract between you and your course instructor in terms of what the course will entail and what the instructor will expect from you. Make sure to review the syllabus and ask any questions you might have.

A course syllabus usually contains the following:
Course information (name and catalogue number) and the instructor’s contact information (office number, e-mail address, office hours)

- Course objectives
- Topics to be covered
- Reading and/or homework assignments and their due dates
- Schedule of exams and/or major papers

Class expectations
Go to class!! (You are required to go to class and maintain normal academic progress). Students are expected to be engaged, ask questions, and give their opinions during class in a professional manner. Points for participation may influence your grade in the course.

Communicate with your professors
Talk with your professors if you have questions about what you are learning, concerns about your performance, or would like further information about the course content.

Here are some suggestions of when you can visit with them:
- before or after class
- during office hours or a scheduled appointment
- e-mail
Academic Integrity
Students are expected to perform by themselves in order to demonstrate what they have learned in class. Unless otherwise instructed by your professors, tests and quizzes should be completed on your own. Assistance with out-of-class work (homework, papers, etc.) is usually OK but you should always confirm this with your instructors.

Examples of Cheating
Since interpretations of cheating may vary from country to country, here are some examples of cheating in the U.S.:

- Talking during an exam
- Bringing written notes into exams
- Copying from someone else
- Having someone else do your work
- Utilizing unapproved technological resources (computers, calculators, etc.)
- Leaving the room for long or frequent periods of time
- Penalties for cheating can be severe
- Violations of the honor code are grounds for academic suspension, suspension of scholarships, and loss of immigration status

Balance your workload
Balance your time wisely for all of your courses. Some things to plan for include reading, completing homework assignments, writing major papers, and studying for quizzes or exams. Make time to exercise, have fun and enjoy college life. Buy a planner to help you with this.

Learning Tips
- Read your assigned chapter(s) that will be discussed in class before class meets, review your class notes shortly after class and make any notes for clarification, and reread the assigned chapter(s) after class
- Use flash cards (index cards) to study for exams by writing questions on one side and the answers on the opposite side
**Campus Resources for Academic Success**

Altshuler Learning Enhancement Center, or A-LEC (helps with Tutoring, Writing Skills, and workshops in such areas as Test Anxiety, Essay Exams, Multiple Choice Tests, Taking & Using Notes, Learning Styles, and Textbook Study-Reading). Visit the ALEC website: [www.smu.edu/alec/](http://www.smu.edu/alec/)

- Course on reading and studying skills (EDU 1110: ORACLE)
- Learning Enhancement Assistants (LEAs), who live with first-year students in the Residence Halls, provide academic support as well as programming on studying, test-taking skills, etc.
- Math and Economic Help Rooms (drop-in tutoring)
- Professors and their Teaching Assistants

**English as a Second Language (ESL) Program**: The Department of Intensive English Program partners with the ISSS Office regarding free classes for students who are having academic difficulties due to the English language. Please visit their website for more information about these services. [http://smu.edu/esl/default.asp](http://smu.edu/esl/default.asp)
Reporting Incidents:

Fires, health emergencies, crimes, or sexual assault and acquaintance rape should be reported by calling 911 whether you are on campus or anywhere off campus. If you have an emergency or dangerous situation while walking across campus use the phones with blue lights which are located outside and throughout the campus. To contact the SMU Police Department for NON-EMERGENCIES, call (214) 768-3388.

To report violation of University policies and procedures by students, you could also contact the Dean of Student Life at Room 302, Hughes-Trigg or call (214) 768-4564.

For other information regarding campus safety, please visit the following web-sites:
http://smu.edu/ready/plan.asp
http://smu.edu/pd/

What to do if you lose your wallet or purse:

Cancel your credit cards immediately. The key is having the toll free numbers and your card number handy so you know whom to call. Place the contents of your wallet on a photocopy machine and copy both sides of each license, credit card, Social Security Card, etc. and keep in a secure location at your residences. By doing so you will know the contents of your wallet and have a record of account numbers and phone numbers to contact to cancel all cards. Keep this information in a safe location so that you will remember where it is kept.

File a police report immediately in the jurisdiction where it was stolen. This proves to credit providers you were diligent and is a first step toward an investigation.

Call the three national credit reporting organizations immediately to place a fraud security alert on your name and social security number if you have one.

CONTACT:
Equifax 1-800-525-6285 or www.equifax.com

Experian 1-888-397-3742 or www.experian.com

Trans Union 1-800-680-7289 or www.transunion.com

Social Security Administration Fraud Line 1-800-269-0271
**Phone Solicitation**
Do not give your name or any other personal information such as credit card number(s), address, or social security number to anyone who calls you.

If you have made the call to a bank, business or agency, you may be asked for identifying information such as address, birthday, or social security number. In this case, you may supply the information.

Beware of phone calls asking for information to “verify your account”. Do not give out any information.

**On Campus Solicitation**
Sales people are not allowed on campus. If you are approached by anyone trying to sell you something on the campus, don’t give them any money, checks, or credit card numbers. Notify the SMU Police Department at 214-768-3388.

**Tips for Tornado Season**
A tornado is a rapidly rotating, slender, funnel-shaped cloud that causes damage along its narrow path. The months of April, May and June are known as tornado season.

A Tornado Warning means that perfect weather conditions for tornado activity exist.

A Tornado Watch means a tornado has formed, touched the ground and been sighted.

This information is broadcasted on television and radio, and emergency sirens will usually sound. When the emergency sirens sound, the following actions should be taken:

Do not evacuate the building.

If you are outside, seek indoor shelter immediately.

The safest place to take shelter is in an interior section of the building, away from windows or glass enclosures. This can be a closet or bathroom at home or an interior hallway at work.
Students should not count on employment opportunities to help pay for tuition, fees or any living expenses. However, as an international student, you are eligible for on-campus employment. Please note that as an international student, you do not qualify for work-study job opportunities on campus.

Students who obtain employment are REQUIRED to visit the ISSS office and get permission BEFORE you begin your job.

**WORKING WITHOUT AUTHORIZATION WILL RESULT IN LOSING YOUR VISA STATUS!!**

The following places are considered On-Campus Employment:
- SMU Dedman Recreational Center
- SMU Libraries
- Hughes-Trigg Student Center

**Other Resources:**
The Student employment office lists available on-campus student jobs online. Start by visiting the [Student Employment Homepage](#).

Please feel free to contact **SMU Student Employment** in order to get more information about part-time jobs on campus:
- **Phone Number:** 214-768-3384
- **Location:** Laura Lee Blanton Student Services Building; Enrollment Services, Suite 119.

Hegi Family Career Center
- [hegicalendar@smu.edu](mailto:hegicalendar@smu.edu)
- Hughes-Trigg 200, 214-768-2266
What to do after you find an on-campus job:

Have your supervisor complete the On Campus Work Eligibility Form. Bring your completed forms to the ISSS office during Walk-In Hours for authorization.

You MUST receive work authorization BEFORE you begin working in order to maintain your status.

The Work Authorization form will also be used to apply for an SSN, in addition to a second letter given to you by your Immigration Advisor.

Students that are offered a 20-hour weekly Teaching Assistantship or Research Assistantship position are not eligible for on campus employment while receiving a stipend due to the assistantship.

Off Campus Employment:

Students who have maintained their status for one academic year are eligible to apply for Curricular Practical Training and Optional Practical Training. Please attend an Employment Information Session, contact an advisor, or visit our website (www.smu.edu/international) for more information.
Dallas is the 9th largest city in the US and the third largest in Texas with a population of 1,241,162.

Dallas is located in the Central Time Zone in North Central Texas, 35 miles east of Fort Worth, 245 miles north, northwest of Houston and 300 miles north of the Gulf of Mexico.

Click here for a Map of Dallas

Watch this video for helpful tips of What to Pack.
Welcome to Southern Methodist University!

SMU is a private university offering undergraduate, graduate and professional programs through seven schools.

SMU enrolls more than 11,000 students from all 50 states, the District of Columbia and nearly 100 foreign countries.

Learn more about SMU here: SMU Facts

Find your way around here: Map of SMU
As part of the campus experience, dining memberships are available to all undergraduate students. **All resident students are required by University policy to subscribe to a Dining Membership.** Several options are available, depending on student classification.

For more information, visit [Campus Dish](http://www.smudining.com)

Information for [Residential Meal Plans](http://www.smudining.com)
Information for [Commuter Meal Plans](http://www.smudining.com)

**Notes on SMU Dining Memberships:**

Membership prices reflect the FULL YEAR price
First-year resident students MUST purchase one of the A memberships
Dining entries can be used at RFoC at Umphrey Lee or FFCo at Arnold Dining Commons
Flex Dollars can be used at any SMU dining location or campus convenience store
All membership changes must be made by the last add/drop day (5th class day) for the active semester

For more information, please visit:
[http://www.smudining.com](http://www.smudining.com)
Dining at SMU:

- RFoC at Umphrey Lee
- Mac’s Place
- Café 100
- FFCo at Arnold Dining Commons
- Chick-Fil-A
- Subway
- Campisi’s
- ES Mucho
- Sushi
- The Market
- Einstein Bros. Bagels
- SMUothis
Eating Choices

Pizza and Other Food Delivery

It is customary to tip the delivery person at least 10%
When you call, make sure you ask if they have an SMU discount

* Mention of these businesses does not in any way imply endorsement by
  The International Center or Southern Methodist University.
Within easy walking distance of campus:

*Tom Thumb*
7000 Snider Plaza (Hillcrest and Lovers Lane)
214-346-4580

On the Mustang Express bus route:

*Kroger*
Mockingbird and Greenville
214-826-2901

*Tom Thumb*
Greenville and Lovers Lane
214-750-3200

*Central Market*
5750 E. Lovers Lane and Greenville
214-234-7000
(Wide range of produce, prepared and specialty foods; more expensive)

Must be reached by car:

*Fiesta*
5334 Ross Avenue
214-887-3000
(Highly recommended by students for lower prices, wide range of produce, good fish, and international foods)

*Whole Foods Market*
8190 Park Lane (Shops at Park Lane)
214-342-4850
(Similar to Central Market, more expensive)

The Sunday edition of the Dallas Morning News newspaper often has one or two sections of food coupons which help cut down your grocery expenses. These stores may also issue coupons which may be redeemed only at one of their own branches.

The Yellow Pages phone book also lists businesses alphabetically by category.
For more information and reviews on Dallas Restaurants, please visit:

African Restaurants
Dallul
2515 Inwood Road #117
214-353-0805

Desta Ethiopian Restaurant
12101 Greenville Ave, Suite 105
214-575-9004

Asian Grocers
Asia World Market
240 Legacy Drive #200 (Plano)
972-517-8858

Hong Kong Market Place
9780 Walnut Street
972-437-9888

India Imports
2521 West Airport Freeway (Irving)
972-255-5941

Kazy’s Gourmet
9256 Markville Dr.
972-235-4831

Super H Mart
2625 Old Denton Road (Carrollton)
972-323-9700

Komart Market Place
2240 Royal Lane
214-256-9000

Shin Chon Food Market
11422 Harry Hines Blvd., No. 210
972-243-0733

Patel Brothers
1009 West Rochelle Road (Irving)
972-570-2504

India Bazaar
1425 E Belt Line Rd (Richardson)
972 312-0114

Viet Tofu
3555 W. Walnut #203 (Garland)
972-272-3685
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<th>Ethnic Grocery Stores and Restaurants</th>
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**Asian Restaurants**

*Bangkok City*
4503 Greenville
214-691-8233 (delivery available)

*India Palace Restaurant and Bar*
12817 Preston Rd. #105
972-392-0190

*Ino Japanese Bistro*
1920 N. Coit #250 (Richardson)
972-889-3200

*Mughlai*
5301 Alpha Road (Dallas)
972-392-7786

*Bombay Chopstix*
2160 N Coit Rd Ste 154 (Richardson)
972-889-8588

**European Restaurants**

*Addison Café-French Bistro*
5290 Belt Line (Addison)
972-991-8824

*Bavarian Grill*
221 West Parker Rd. (Plano)
972-881-0705

*Café Madrid*
4501 Travis
214-528-1731

*European Market and Deli*
11613 N Central Expressway
214-696-5441

*Kuby's Restaurant*
6601 Snider Plaza
214-363-2231

**Wooden Spoon Scandinavian**

1617 Avenue K (Plano)
972-424-6867
# Ethnic Grocery Stores and Restaurants

## Latin Groceries
- **Fresh & Tender Meat and Imported Grocery**
  Floyd Rd. at Central Expressway (Richardson)
  972-644-7224

- **Hernandez Mexican Foods**
  11414 Garland Rd. Suite C
  214-324-0022

## Middle Eastern Grocers
- **Izmir Market and Deli**
  3607 Greenville Ave.
  214-824-8484

- **World Food Imports**
  13434 Floyd Cir. (Richardson)
  972-480-9911

## Latin Restaurants
- **Dallas Tortilla and Tamale Factory**
  1418 Greenville Ave.
  214-821-8854

- **Gloria’s**
  3715 Greenville Ave.
  214-874-0088

- **On the Border**
  3130 Knox St.
  214-462-7760

## Middle Eastern Restaurants
- **Al-Amir**
  3885 Beltline Road (Addison)
  972-488-2647

- **Ali Baba Mediterranean Grill**
  2103 N. Central Expressway (Richardson)
  972-437-1222

- **Café Istanbul**
  5450 W. Lovers Lane, Suite 222
  214-902-0919

- **Café Izmir**
  3711 Greenville Ave.
  214-826-7788

- **Food from Galilee**
  6710 Snider Plaza
  214-750-0330

- **Haji Food Market and Deli**
  4621 West Park #108 (Plano)
  972-964-6669

- **Izmir Market and Deli**
  3607 Greenville Ave.
  214-824-8484

- **Kostas Café**
  4914 Greenville Ave.
  214-987-3225
Ethnic Grocery Stores and Restaurants

24 Hour Restaurants

*Café Brazil*
6420 N. Central Expressway at Yale
214-691-7791

*IHOP (International House of Pancakes)*
4040 Abrams Road at Mockingbird
214-824-5300

*Buzzbrews Kitchen*
4154 N Central Expressway
214-826-7100
Health Insurance for Students:

SMU International Students and Exchange Visitors students are required to maintain [SMU Health Insurance](http://smu.edu/healthcenter/medical/insurance/internationalstudent.asp) for themselves and any dependents in the U.S. In addition, a copy of your current SMU health insurance card or confirmation letter must be on file in the International Student & Scholar Services Office at all times.

All J-1 Exchange Visitors must present proof of health insurance during the mandatory check-in with the ISSS Office upon their arrival at SMU. Please note that if you are an exchange visitor whose insurance is sponsored by your government, your policy must include the following:

- Medical benefits for at least $100,000 US per accident or illness
- A deductible not to exceed $500 US per accident or illness
- Repatriation of remains in the amount of $50,000 US
- Expenses associated with the medical evacuation of the nonimmigrant visitor to their home country in the amount of $50,000 US

Please note all other students are required to purchase and carry SMU Health Insurance.

Please remember that **dental treatment is not covered by health insurance** and is also expensive in the U.S. It would be advisable to check with your dentist at home in time to have any needed treatment completed before your travel.

If you are using a particular medication, you might want to bring enough to get you through the first week here. Some medicines, which are sold over the counter in your home country, require a prescription in the U.S. Please be sure to consult with our health center regarding your medicine needs.

If you have any questions regarding health insurance, please contact Krista Pruitt, Insurance Coordinator at kpruitt@smu.edu or at 214-768-3408 (phone), 214-768-2151 (Fax).

For more information regarding International Student health insurance requirements, visit [http://smu.edu/healthcenter/medical/insurance/internationalstudent.asp](http://smu.edu/healthcenter/medical/insurance/internationalstudent.asp)

Health Insurance for Exchange Visitors who are considered employees:

If you are coming to SMU as a Post Doctorate under the J1 visa, you are required to purchase health insurance for your and any dependents through our HR benefits departments. Failure to carry current health insurance policy will result in losing your J visa status. For more information, please contact the SMU HR Benefits Office at [http://smu.edu/hr/benefits/](http://smu.edu/hr/benefits/)

Health Insurance Companies for J Scholars not being compensated by SMU:

If you are coming to SMU as an Exchange Visitor to do research or teach but are not being compensated by SMU, you can also purchase the insurance plan through the SMU benefits office. Click here for more information: [http://smu.edu/international/isss/health_ins.asp](http://smu.edu/international/isss/health_ins.asp)
Non-Emergency Illness or Injury

**Clinic Hours: 8:30 am to 5:00 pm**
The Health Center may be used by all SMU students and by adult dependents who have purchased the SMU authorized student insurance plan.

Call the **Health Center** to schedule an appointment with a physician (214-768-2141)

Call between 8:30 am-10:00 am if you need to see a physician the same day. Appointment slots are usually filled very early in the day.

If no appointments for that day are available, you may come to the Health Center after 1:00 pm and ask to be seen by the physician taking walk-ins.

Patients with serious illness will be seen immediately.

**After Hours Care: 5:00 pm to 8:30 am**
Go to one of the following clinics:
- **PrimaCare**
  6350 E. Mockingbird Lane (east on Mockingbird to the southwest corner of Mockingbird and Abrams)
  214-828-0448
  Monday – Friday 8:00am – 9:00pm
  Saturday – Sunday 8:00am – 5:00pm

- **QuestCare**
  Snider Plaza, 3414 Milton
  214-368-4822
  Monday – Friday 10:00am-10:00pm
  Saturday 10:00am – 6:00pm
  Sunday 12:00pm – 8:00pm

- **CityDoc Urgent Care Center**
  2909 McKinney Ave, Suite B
  214-817-7000
  [http://www.citydoc.net/](http://www.citydoc.net/)

(OR) come to the Health Center at 8:30 am the next morning to see a physician.
Emergency/Life Threatening Illness or Injury
Call 911
(OR) go immediately to a hospital emergency room

Physical Emergencies / Illnesses:

- **Baylor Hospital**: 214-820-0111, Emergency 214-820-2501*
- **Doctors Hospital**: 214-324-6100, Emergency 214-324-6111*
- **Medical City**: 972-566-7000, Emergency 972-566-7200*
- **Presbyterian Hospital**: 214-345-6789, Emergency 214-345-7888*
- **Parkland Hospital (County)**: 214-590-8000*
- **UT Southwestern Zale Lipshy Hospital**: 214-645-5555*
- **Methodist Dallas Medical Center**: 214-947-8181*

Mental Health Emergencies:

- **Green Oaks Hospital**: 972-991-9504*
- **Timberlawn Mental Health System**: 214-320-9000*
- **Presbyterian Hospital**: 214-345-6789, Emergency 214-345-7888*
- **UT Southwestern Zale Lipshy Hospital**: 214-645-5555*
- **Parkland Hospital**: 214-590-8000
- **Baylor Hospital**: 214-820-0111, emergency 214-820-2501*
- **Baylor Regional Medical Center Plano**: 469-814-2000

*NOTE*: Hospitals with an asterisk are covered by the SMU student insurance.
Pharmacies

The best price for prescription drugs is in the SMU Memorial Health Center Pharmacy, which may be used by all SMU students and may also be used by dependents of SMU students who are covered by SMU authorized student insurance. The SMU Pharmacy is open from 9:00am – 4:30pm, and is closed during the lunch hour from 12:00 – 1:00pm. They can be reached at 214-768-2149.

However, if you need a pharmacy during weekends, evenings, or holidays (when the SMU pharmacy is closed), you will find what you need at the following locations:

**CVS**
Mockingbird at North Central Expressway (75)
214-363-5525

**CVS**
6832 Snider Plaza
214-363-1524

**Kroger**
Mockingbird at Greenville
214-826-2901

**CVS**
Northwest corner of Central Expressway and Meadow
214-369-3872

**CVS**
5111 Greenville at Lovers Lane
214-691-0861

**Tom Thumb**
Lovers Lane at Greenville
214-759-3210

**Walgreens 24 Hour Pharmacy**
5742 Mockingbird Lane (southwest corner of Mockingbird and Matilda)
214-826-9729
Under the SMU student insurance policy, dental care and eye care are not covered, except in the case of an accident which has a substantial medical claim. Regular dental check-ups, eye exams, and the purchase of contact lenses and glasses are at your own expense.

The following medical personnel and services are mentioned as a convenience to newly arriving students and visiting scholars. Mention of these businesses does not in any way imply endorsement by The International Center or Southern Methodist University.

**Memorial Health Center referrals:**

Dr. Beall  
General Dentistry  
214-691-5651  
5952 Royal Lane, Suite 258

Dr. David Meltzer  
Ophthalmologist  
214-68-2020  
8210 Walnut Hill Lane Suite 109  
Presbyterian Hospital  
Covered by SMU insurance in case of injury or accident
The following doctors are within walking distance of campus:

The Contact Lens Centers
4 Optometrists
214-739-2020
6921 Snider Plaza
http://www.c-l-c.com

Dr. Lindsay Owens, DDS
General dentistry
214-369-6661
6801 Snider Plaza
Places nearby where you may purchase contacts and glasses:

Lens Crafters  
214-696-0544  
North Park Shopping Center  

Eye Masters  
214-826-6800  
Hillside Village (northeast corner of Mockingbird and Abrams)  

NOTE: Both Lens Crafters and Eye Masters can make simple glasses in one hour. They often advertise special sales and print coupons in the Sunday edition of the *Dallas Morning News* newspaper.

The Contact Lens Centers  
214-739-2020  
6921 Snider Plaza  

Sam’s Club (members only)  
214-361-9224  
8282 Park Lane  

SMU Student Health Insurance comes with a discount card that provides discounts on medical costs. Use the websites below to help find a doctor in your area who accepts the card. Make sure you give them the group number RXWAHPLUS upon making your appointment.

Dental: Dente Max at [http://www2.dentemax.com](http://www2.dentemax.com)  
Mental Health and Counseling:

Cultural Shock

Changes in culture can be exciting, stimulating, and a wonderful part of your educational experience. Seeing the world as others see it will benefit you in the workplace and in your personal life for years to come. Cultural adaptation will make you a stronger person, but the process can at times be gradually and subtly disturbing, causing confusion and depression. Everyone has culture shock. We all handle it in different ways.

Culture shock is psychological disorientation due to being in a new culture. Broadly speaking, culture shock comes from: living, studying, or working for an extended period of time in a different environment having values that you held to be absolute brought into question because of cultural differences being constantly put into situations where you are expected to function with maximum proficiency but where the rules have not been adequately explained.

As the above suggests, culture shock does not result from a specific event. Rather, it builds slowly from a series of small events often difficult to identify. Remember that the reactions are emotional and not easily subject to rational management.

The five stages of cultural shock are:

- initial euphoria
- irritability and hostility
- gradual adjustment
- adaptation or bi-culturalism
- Re-entry

A person with culture shock may experience some of these symptoms:

- homesickness
- boredom
- withdrawal (i.e., spending excessive amounts of time alone; avoiding contact with host nationals)
- need for excessive amounts of sleep
- compulsive eating and/or drinking
- irritability
- chauvinistic excesses
- stereotyping of and hostility toward host nationals
- loss of ability to work effectively
- physical ailments

Health Care Treatment
There are several steps one can take to deal with culture shock:

- Recognize the causes and symptoms of culture shock.
- Replace what you miss with something from the host culture.
- Nurture friendships with host nationals.
- Build a support system of friends through the International Student Peer Mentor Program, International Friendship Program, your department, or other organizations on campus.
- Talk both to host nationals and other internationals about your stress.
- Keep your sense of humor. Recognize that anxiety is normal, and that you must be open, take risks, and laugh at your mistakes.
- Suspend negative judgments about the host culture. Give people another chance.
- Be honest. If you are confused or misunderstood, admit it instead of pretending that the situation is fine.
- Become actively involved in your new environment.
- Spend time with people who are positive about the host culture and other aspects of life.
- Look for logical reasons behind things that seem strange, confusing, or threatening.
- Believe in yourself, the essential good will of your hosts, and the positive outcome of your experience.
- Be open-minded. It is natural that people’s habits in the U.S. are different from those in your home country.

Resources to help you deal with culture shock:

SMU Counseling Center (214-768-2211)
Dallas Suicide and Crisis Center - confidential help 24 hours a day (214-828-1000)
National Graduate Student Crisis Line (1-877-472-3457) For more information
Please visit the SMU Counseling and Testing Center for help.
http://smu.edu/healthcenter/counseling/default.asp
Written below are common American hygiene practices.

- Many Americans shower or bath 1 or more times a day.
  - Brush their teeth twice a day.
  - Wash hair often, so that it does not become oily.
  - Wear deodorant under arms.
  - Wash clothes often, so that the clothes do not have an odor.
    - Wear perfume or cologne.
    - Wash hands often to ward off sickness.
- While make-up, cologne, or perfume are not obligatory for social acceptance, cleanliness is necessary.
The Department of Recreational Sports provides programs, facilities, and services that promote active participation allowing the opportunity to achieve individual potential while having fun, relieving stress, and promoting community and spirit. The Department offers:

- informal recreation (at the Dedman Center of Lifetime Sports)
- organized competitions and learning environments (Intramurals and Sport Clubs)
- structured group/personnel fitness opportunities (Fitness)
- challenging promoting community and safety in the natural environment (Outdoor Adventure)
- opportunities for fitness and recreation with pool (Aquatics)
- opportunities to support SMU’s athletic events (Spirit Squads)

The Dedman Center of Lifetime Sports is open Monday – Thursday from 6:00am – 12:00am, Friday from 6:00am – 10:00pm, Saturday 8:00am – 10:00pm, and Sunday 11:00am – 12:00am. The facility offers basketball courts, aerobic rooms, a bouldering and climbing wall, racquetball courts, gaming areas, an indoor track, a multipurpose court for indoor soccer or hockey, an indoor and outdoor recreation pool, weight room and fitness area, men’s, women’s and family locker rooms, and a lounge.

NOTE: Family Hours are offered Friday evenings, Saturday, and Sunday. Adults with an active membership can bring members of their immediate family to enjoy recreational activities. Children under 18 are only admitted with a parent. Please see http://smu.edu/recsports/dedman/familyhours.asp for specific hours.

There are no membership fees for SMU students. If you are interested in a membership for your spouse (a non-SMU student), fees are $20 per month. You must fill out a statement of relationship status form with the Department of Recreational Sports.
Through the Intramural sports program, students, faculty, and staff have the opportunity to learn and/or perfect physical skills, compete in a structured and safe environment, and challenge themselves and others through individual and team competition. There are over 3,000 participants involved in over 30 different individual/dual and team sport activities throughout the academic year. For more information on Intramural sports, contact Jack Harper, Assistant Director of Intramurals/Sport Clubs, at 214-768-3367 or jharper@smu.edu or Michael Sasala, Assistant Intramural/Sport Club Manager, at 214-768-3362 or msasala@smu.edu. http://smu.edu/recsports/intramurals/

SMU Fitness offers group exercise, personal training, small group training, massage therapy, body building competitions, and fitness assessments. Visit http://smu.edu/recsports/fitness/ for class schedules and more information.

SMU Outdoor Adventures offers trips and workshops for activities such as backpacking, rock climbing, first aid, sky diving, zip lining, canoeing, and fly fishing. They also offer equipment rental for camping, biking, climbing, picnicking, and water sports. If you are interested in participating, please visit http://smu.edu/recsports/adventure/default.asp for more information.

The Aquatics Department offers water fitness courses, swim lessons, American Red Cross Lifeguard Training, first aid, and CPR/AED training. http://smu.edu/recsports/aquatics/default.asp
**Recreation around Dallas**

**Katy Trail**: A trail for jogging, walking, and bicycling running through the Uptown and Oak Lawn areas of Dallas.

**White Rock Lake**: White Rock is one of the most heavily used parks in the Dallas Park system and is the location of many special events and runs. White Rock Lake offers a variety of active and passive activity options and is one of the best places to experience natural areas and wildlife in an urban setting.

Events Around Town- Check Dallas Observer

http://www.dallasobserver.com/calendar/
Resources and Facilities at SMU

SMU Libraries and Services:
The collections in the SMU Libraries comprise more than 3 million volumes, including books, microfiche, government publications, and journals. The SMU Libraries are the largest private research library system in the southwestern United States and rank third in Texas in total volumes.
Please visit: http://www.smu.edu/libraries/

Mustang Express:
This is a free transportation system for all SMU students, faculty & staff. The Mustang Express (route 768) runs approximately every 15 minutes from 7:10am to 7:30pm and approximately every 20 minutes after 7:30pm Monday through Friday. This shuttle will take you to campus, popular student apartment areas and nearby stores, services and restaurants. And you can connect to the DART Rail Red or Blue Line and other buses at Mockingbird Station.
For more information and route schedules, visit the Mustang Express DART information page www.dart.org/riding/mustangexpress.asp

DART
DART is the public transportation system in Dallas, and includes DART Rail and DART Buses. SMU students are eligible for a Student DART transit pass. Please see the following website for more information about the pass:
https://www.smu.edu/BusinessFinance/CampusServices/ParkingAndIDCardServices/parkingservices/darttransitpass
Please see the following website for more information about DART Transit system: https://www.dart.org/riding/dartrail.asp

Park ‘N Pony Resources:
Park ‘N Pony offers ID card service, parking services, the SMU Rides service, and the Driver Assistance Program. They are located on the first floor of Expressway Tower, and are open Monday through Friday from 8:30am to 5:00pm.
https://www.smu.edu/BusinessFinance/CampusServices/ParkingAndIDcardServices
SMU Rides operates Thursday – Saturday from 10:30pm to 3:00am, and will provide free one-way non-stop service to the SMU campus (excluding rides from the airport). Students must provide their SMU ID number when calling and show their ID when entering the cab. Call Executive Cab at 214-768-RIDE.

The Driver Assistance Program is available to students, faculty, staff, and guests 24 hours a day, 7 days a week at no charge. This service is available only on main and east campuses only! Residential streets or surrounding commercial areas are not served. If you find yourself out of gas, with a flat tire, locked out of your car, or in a stranded vehicle, call 214-768-3388. Stay inside your locked vehicle, if possible, until assistance arrives. Responder will be in a Parking Services golf cart of SMU police cruiser. You will need to sign a release of liability form and show your driver’s license.

Bike Lease

The Outdoor Adventures Bike Lease Project was made possible through a generous donation by SMU Alum Christopher (’96) and Jennifer Miller. The intention was to provide transportation alternatives to the SMU community at minimal expense to the individual.

Bikes are awarded to individuals for a lease term of one semester at a reasonable fee to cover expenses associated with upkeep and maintenance. Outdoor Adventures provides preventative and minor maintenance at no charge.

Visit [http://smu.edu/recsports/adventure/rental/bikelease.asp](http://smu.edu/recsports/adventure/rental/bikelease.asp) for terms and conditions of the lease.
Resources and Facilities at SMU

Mail Central (Mail, Stationery, Copy Services):

Mail Central is located in the Hughes-Trigg Student Center. It offers a number of copying, printing, and mail services. The hours during the regular semester are Monday through Friday from 8:00 AM to 5:00 PM. Students are also able to rent a P.O. Box for $85 per year, $40 per semester, or $35 for the summer. Visit http://images.smu.edu/ for more information on Mail Central services.

Computer Centers & Technology Information:

Computer labs are available in each of the libraries on campus and in the Residence Halls. Each lab offers a variety of software and services. Access to the computer in the Residence Halls requires an SMU ID and password.

The Business Information Center is located on the lower level of the Maguire and Fincher Building in the Cox School of Business. They offer a variety of resources including a Multimedia Studio and Group Presentation Room (both available by reservation), and individual and group study space with computers available for check-out. Visit http://www.cox.smu.edu/web/business-information-center/facilities for more information.

The Fondren Library Computer Classrooms contain both Apple and Window computers with a variety of programs and equipment from word processing to graphic and video editing. They are located on the first floor of Fondren Library West.

The Cyber Café in Hughes-Trigg Student Center has a number of Windows computers available 24 hours a day.
The **Office of Information Technology** and **Help Desk** are available for assistance with questions regarding software applications and many other services they provide. Visit [http://www.smu.edu/BusinessFinance/OIT](http://www.smu.edu/BusinessFinance/OIT) for more information.

**Norwick Center for Digital Services** is comprised of the Student Multimedia Center, a screening room for small and mid-size groups, and the library digital projects operation. The center is located in the Fondren Library Center complex and their services are available by appointment only. See their website for more information: [http://digitalcollections.smu.edu/all/cul/about.asp](http://digitalcollections.smu.edu/all/cul/about.asp)
Altshuler Learning Enhancement Center

The A-L.E.C.’s mission is to help students become more independent, self-confident, and efficient learners who are able to respond effectively to specific academic challenges, to articulate their own educational goals, and to succeed at any level of the undergraduate curriculum. During the fall and spring terms, the center is open from 8:30am to 10:00pm Mondays through Thursdays, from 8:30am to 5:00pm on Fridays, and from 8:30am to 10:00pm on Sundays (closed Saturday).

The A-L.E.C. provides tutoring, learning strategy workshops, time management tools, academic counseling, disability accommodation, assistance with the engineering and pre-medical program, and help with academic probation.

http://smu.edu/alec/index.asp

SMU Police

The Campus Police are committed to serving the campus community by fostering a safe environment conducive to learning. Giddy-Up, a campus security escort service, offers free rides all over campus Monday through Sunday, 9:00am to 3:00am. For a ride, call 214-768-1111 or flag down the cart. The cart is deployed on campus to enhance campus security when not in use.

The Police Department also offers fingerprinting services, vehicle assist, and women’s self-defense classes. Blue Light phones are located around campus as a way to immediately reach the police. An officer will be dispatched anytime an emergency phone is activated.

http://smu.edu/pd/
Hegi Family Career Development Center
Located in the Hughes-Trigg Student Center, the Career Development Center encourages students in the development of skills necessary for a lifetime of career management in the changing world of work. Counselors work with students at all levels to effectively manage their career development and implement their career plans. There is also an active campus recruiting and job referral program which includes full-time positions, internship opportunities, part-time, and summer jobs.
http://smu.edu/career/default.asp

Student Activities
Students can get involved in a number of different student organizations and activities. Organizations include academic, campus programming, governing boards, multicultural, political, religious, service, special interest, and sports groups.
http://smu.edu/studentactivities/

SMU Alternative Breaks
Alternative Breaks takes groups of students, student leaders, and faculty/staff to communities across the country during and the world during Fall, Winter, and Spring Break to perform vital service alongside reputable non-profit organizations. ISSS offers two partial scholarships each year to two students participating in Alt. Break Trips.
http://www.smu.edu/Orgs/AB
SMU Official Campus Bookstore
SMU’s official bookstore is located at 3060 Mockingbird Lane (214-768-2435) and is a great resource for finding your textbooks, supplies, and school spirit apparel.

http://smu.bncollege.com/
All students should get involved in order to enrich your experience at SMU. Our Student Affairs Office is committed to making your experience unique by offering innumerable opportunities to become involved in the life of the university.

Please visit the different services offered through the Office of Vice President for Student Affairs.

http://smu.edu/studentaffairs/vp/

The International Friendship Program:
The International Friendship Program (IFP) is here to love and serve you. We value you! IFP will give you the opportunity to learn, first hand, about American culture and for you to share your culture with an American. Hopefully, it will give you the opportunity to build a close friendship with a local American friend, a friendship which may last a life time. We hope that you will choose to be a part of our community during your time here at SMU

http://www.hppc.org/ifp
Find a Mentor!

SMU International Mentorship Program

Our mentors are both experienced international students and American students who are here to help you!

You can email or speak with mentors with cultural questions.

They attend events and are a resource for you.

Sign up to be a mentee (a student wanting a mentor) by using the link on the events page at www.Smu.edu/international

Learn more about our mentors on the Student Corner link on our website.
Driver’s License:

Effective March 1, 2010, all applicants who wish to apply for a TX Driver's License between the ages of 18 to 24, must complete an approved driver education course. Please click here for more information.

The Texas Department of Public Safety has issued a new rule which affects non-citizens who visit Texas for a short period of time, those temporarily residing in Texas and those renewing licenses with little time left on the immigration document. The rule, shown below, became effective October 1, 2008.

#15.171. Issuance of Driver License and Identification Certificates to Non-citizens.
(a) An applicant who is not a citizen or lawful permanent resident of the United States must present valid documentation issued by the United State Department of Justice, United States Department of State, United States Department of Homeland Security, United States Immigration and Naturalization Service, United States Bureau of Citizenship and Immigration Services, or any successor agency of the aforementioned that shows lawful temporary admission to the United States.

(1) An applicant whose lawful admission period is more than 6 months, but less than the full term of a driver license or identification certificate will be issued a driver license or identification certificate with a status date displayed that coincides with the expiration date of the applicant's lawful admission period in the United States.

(3) If the document presented by the applicant to demonstrate lawful temporary admission indicates an indefinite expiration date, the driver license or identification certificate will be issued with a status date displayed of one year from the date of application.
(b) In the event the applicant's status is updated or extended, the applicant must present valid documentation of such status change or extension to obtain a duplicate driver license or identification certificate with an updated status date.

Continued on next page →
(c) The driver license or identification certificate will be cancelled if within 45 days from the status date the applicant is unable to present valid documentation showing a status change or extension of admission periods.

All new students and visitors should wait **30 days from the day of arrival** before applying for a driver’s license. The International Student & Scholar Services Office will schedule trips to the DMV office at the beginning of each semester. Our office also highly advises you to visit the Garland Office if you need to apply for a new Driver's License/Texas Identification Card or if you need to renew your current document.

The Garland Office is located at: 350 West IH 30, Garland, TX 75043-5998 (Should you have any problems, please ask to talk to a manager).

If you have any problems, please contact our office immediately at 214-768-4475 or email us at isss@smu.edu.

*We encourage you to apply for an International Driver’s License before your arrival.*
International Driver’s License
The National Association of Foreign Student Advisers states that, according to American law, if the visiting tourist accepts a job or attends school in the U.S. he or she then loses tourist status and will be required within thirty days of arrival to obtain a Texas driver’s license. We highly encourage you to apply for an International Driver's License before your arrival to Texas.

Drinking and Driving
The legal drinking age in Texas is 21. A Driving While Intoxicated (DWI) offense or a Driving under the Influence of Alcohol or Drugs (DUI) offense are serious matters. The definition of intoxication includes both alcohol and drugs. A law enforcement officer, for good reason, may ask a driver to take a test to determine the amount of alcohol in his or her body.

The legal limit is 0.08% of blood-alcohol concentration. If a person weighs 100 pounds, three drinks will make them legally intoxicated. If a person weighs 200 pounds, four drinks will make them legally intoxicated. One drink is 1 oz. of 80 proof liquor, 12 oz. of beer, or 4 oz. of wine.

The penalties for DWI and DUI offenses may include fines, confinement, and suspension of your driver’s license. Please realize that these penalties can affect your non-immigrant status as a student.

You should be aware that the possession of an open container of alcoholic beverage in the vehicle will increase penalties. Also, it is illegal to consume an alcoholic beverage while driving.
Living In the U.S.
What You Need to Know!

Texas Non-Driving Identification Card:
A Texas driver’s license is accepted as a government-issued identification (ID). A government-issued ID is required to cash a check, to show as proof of age, and to check in for a flight at any airport. If you are not going to apply for a driver’s license, you would be wise to apply for the Texas Non-Driving Identification Card. Applicants should take the same required documents in order to get a Texas Driver’s License.

Public Transportation
There are several public transportation options in Dallas, TX. Cab or shuttle services are abundant in the DFW Metroplex, but the main public transportation in Dallas is the Dallas Area Rapid Transit (DART). Riding DART is the most economical way of getting around Dallas. Even if you occasionally use DART the maximum cost for a day’s riding could be $10.00. And that amount is if you opt for the Regional Day Pass that gives you unlimited rides on all the DART options available until 3:00am on the following day. DART allows you to plan and print out a travel itinerary at [tripplan.dart.org/hiwire](http://tripplan.dart.org/hiwire). If you do not have internet access or need clarification on the information you can always call DART Customer Service at 214-979-111.

DART Transit Pass
As a benefit of enrollment at SMU, students may obtain an Annual DART System Transit Pass for a one-time charge of $5.00. This pass must be renewed yearly, but renewal is at no cost. Students can purchase this pass at the Park ‘N Pony Office located in Suite 101 of the Expressway Tower Building. Please visit [www.smu.edu/parkNpony](http://www.smu.edu/parkNpony) for additional information.

Mustang Express
The Mustang Express (Bus Route 768) is a free transportation system for all SMU students, faculty & staff. This shuttle will take you to campus, popular student apartment areas and nearby stores, services and restaurants. And you can connect to the DART Rail Red or Blue Line and other buses at Mockingbird Station. For more information and route schedules, visit the Mustang Express DART information page [www.dart.org/riding/mustangexpress.asp](http://www.dart.org/riding/mustangexpress.asp).
Social Security Information

A Social Security Number (SSN) is a U.S. government issued identification number that is required for all individuals who are employed in the United States. International students and scholars must have a **job offer and work authorization** in order to apply for a Social Security number. Please be advised that any type of employment must be approved by the International Office before a foreign passport holder on a student visa may begin working.

You must bring the following documents with you when you visit the Social Security Office to apply for a Social Security number:

- Completed Social Security number application
- Letter of employment
- Letter from the SMU International office
- Your passport
- Your visa
- Your I-94 card
- Your Form I-20 or Form DS2019

Directions to the Social Security office »
Directions to the Dallas Social Security Office:
Drive north on Central Expressway (I-75)
Exit Walnut Hill
Stay on the access road through Walnut Hill and Meadow
The office is on the right-hand side, just north of the Service King Collision Center
Address: 10824 N. Central Expy, Dallas, TX 75231
Hours: Monday - Friday, 9:00 am to 4:00 pm (except federal holidays)
Telephone: 1-800-772-1213

The Social Security number application (and more information) is available on the Social Security website
http://www.ssa.gov/ssnumber/U

* When you have received a SSN, you will need to bring your original SSN card to the Enrollment Services help desk located on the first floor of Blanton. Please make sure to ask for Jean Porter. She will enter the number for you in my.smu.
Living In the U.S.
What You Need to Know!

Taxes

Everyone in the United States, regardless of immigration status, must file a tax form each year with the Internal Revenue Service (IRS), an agency of the U.S. Treasury Department. You must file a tax form even if you do not have a job and consequently earned no income.

The tax form must be filed by April 15th of each year.

The following websites provide important information regarding tax regulations:
www.irs.gov
http://www.utexas.edu/international/taxes

The International Student & Scholar Services Office will provide information about filing for taxes through Glacier Tax Prep. Glacier Tax Prep is a software designed to help international students and scholars who are considered non-resident aliens file for their taxes.

Please note,
Telephone Services

LAND-LINE PHONE

Students living in resident halls are provided with a telephone and a local telephone service free of charge. There are several locations on campus where students can make free local calls, such as the Hughes-Trigg Student Center and Bradfield Computer Center.

You can either buy your own telephone or rent one from the phone company when living off-campus. Telephones can be purchased at most drugstores and department stores (e.g. CVS, Walgreens, Target, Wal-Mart or Best Buy).
Most people order local service through AT&T, but other companies like Time Warner Cable, Lingo, Sage Telecom and Verizon also offer local phone service. To order local telephone service, you may call or visit website of the telephone company that provides the service to the area where you live. It might be a good idea to review the company’s website and compare their services and prices to determine which company best meets your needs.

You will need to provide the following information to obtain telephone service:
Two Valid forms of Identification (at least one must be a photo ID. Examples of valid ID include
- Passport
- Social Security Number
- U.S. Driver’s License
- Official State identification card
Your name, date of birth and local address

Telephone companies may ask for a security deposit. This may be included in the first month’s bill or the company may ask you to pay it before you receive service.
Information about some companies that offer local phone service in the DFW area is provided below.

**AT&T**
1-800-288-2020
[www.att.com](http://www.att.com)
Store near SMU Campus
Cellular World- Authorized retailer
5521 Greenville Ave. Dallas, TX 75206
214-987-9660

**Time Warner Cable**
North Texas & Dallas Area 972-742-5892
Outside North Texas & Dallas Area 866-341-5930
[www.timewarnercable.com](http://www.timewarnercable.com)
Time Warner Cable-Dallas
1565 Chenault St
Dallas, TX 75228

**Verizon**
1-888-591-6076
[www.verizonwireless.com](http://www.verizonwireless.com)
Preston Center
5926 W Northwest Hwy Dallas, TX 75225
214-368-3401

**Lingo**
866-546-4698
[www.lingo.com](http://www.lingo.com)

**Sage Telecom**
1-800-449-4940
[www.sagetelecom.net](http://www.sagetelecom.net)
Long-distance Service and International Calls

Long distance service can be arranged through your local service provider or separately. If you will call home often, you want to choose the company with the best rates for calls to your home country. You could ask students from your home country about the long distance provider they are using. It is likely that they know the best deals.

Call the companies listed on the previous slide. They all have toll free numbers. Find out their rates for interstate long distance service and international calls to your home country (cents per minute), and restrictions such as what time of the day has the lowest fares for making such calls, for example, 11:00am to 6:00pm the next day.

Once you have chosen a long distance carrier and plan, ask the representative to send you a written confirmation of the calling plan you requested, which will describe the long distance rates you will pay. Keep the confirmation for your records. You can change your carrier or cancel your plan anytime you want but there may be a small charge for doing so.

*To make a long distance call, dial 1, then the area code, and the phone number (for example, 1-214-000-0000). For international calls, dial 011 first, then the country code, city code and the phone number.
Calling cards
Calling cards may be given to you when you sign up for service, although there is no charge for this card, you will get a bill for the minutes you use. The telephone company provides you with a number that allows you to make calls from any telephone and will bill the call to your home telephone account. Please remember that calling card rates are higher than other services and/or pre-paid cards.

Pre-paid cards
Pre-paid cards are a prepaid method of making a long distance (domestic or international) call. In using this method you save money on your long distance phone bill. There are no monthly bills, no detailed statements, and no hassles. Rather, you simply pay for the calling time in advance and reduce the prepaid balance as you make calls.
Each card has an 800 number or a local access number. It also has a “pin” or account number. Just dial the 800 number or local access number, enter your “pin” number, then you’ll be prompted to enter the phone number that you are calling.
You can buy phone cards in places such as airports, Wal-Mart, grocery stores, Sam’s Club and SMU Bookstore. If you have a credit card you can also purchase calling cards on the internet, from websites such as:
www.callingcardplus.com
http://www.vonage.com/personal/international-calling-card
http://www.pennytalk.com/
Some students choose to have a cell phone instead of, or in addition to, their home telephone. There are two types of cell phones: Pre-paid cell phones and those that require a contract wireless plan.

**Contract Wireless plans** provide you with a certain amount of minutes and text messages per month for a specific cost. If you plan to stay in the United State for an extended period of time (at least 2 years) it may be cheaper to sign a contract. Keep in mind that if you sign a contract and if you also do not have a social security number, you may have to pay a security deposit.

**Pre-paid phones** or “pay-as-you-go” are mobile phones for which credit is purchased in advance of service use. Pre-paid phones can be purchased from places such as Best Buy, Target, Wal-Mart and most major cell phone carriers (such as AT&T, Verizon, T-Mobil, Sprint and Metro PCS). Please visit our welcome fair to meet with cell phone providers and get special discounts for international students and scholars.
Banking in the U.S.
Below is a list of major banks near SMU campus.

*Bank of America*
Snider Plaza
6901 Hillcrest Dallas, TX 75205
Tel. 214-987-3658
Hours: Mon-Thu 9-4, Fri 9-6, Sat 9-3
Sun closed
ATM open 24 hours

*Bank of America*
Park Cities BC
5500 Preston Rd. Dallas, TX 75205
214-559-6300
Hours: Mon-Thu 9-4, Fri 9-6, Sat 9-3
Sun closed
ATM open 24 hours

*Chase Bank*
6517 Hillcrest Ave.
Dallas, TX 75205
214-360-3170
Hours: Mon-Fri 9-6, Sat 9-3
Sun closed
ATM open 24 hours

*Chase Bank*
6501 Hillcrest Ave. Dallas, TX
972-461-1300
Hours: Mon-Thu 9-5, Fri 9-6, Sat 9-1
Sun-Closed
ATM open 24 hours

*Park Cities Bank*
6829 Hillcrest Ave. Dallas TX
214-378-3011

*Wells Fargo Bank*
6900 Snider Plaza, Dallas TX
214-361-4535

*Wells Fargo*
5809 E. Lovers Lane (inside the Tom Thumb grocery store)
214-692-8193

*Those banks with an asterisk sign next to them do not require a Social Security Number to open a new account. The other banks listed may also not require a SSN but we have not been informed about it.
Credit Cards and Debit Cards

You may want to apply for a bank credit card. You need to have a satisfactory “credit rating” in the United States in order to get one of these cards, so they can be difficult to obtain when you first arrive.

By using these cards you receive a monthly bill for your purchases. It is important to pay the total bill by the date on the statement. Otherwise, you will be charged interest (usually between 14% and 21%). Many credit card services also charge a yearly fee. You should check the amount and select the card with the lowest annual fee and lowest monthly interest rate. The most common bankcards are VISA, MasterCard and American Express, and they can be used in most stores, restaurants and hotels.
ATMs

Automated Teller Machines (ATMs) are a computerized service through which bank customers can make deposits or withdrawals, or transfer money from one account to another at any time of the day or night. They are located in banks, some supermarkets, some gas stations and some shopping centers. You will need a plastic card (called an ATM Card, a Cash Card, or an Instant Access Card) that is provided by your bank, along with a personalized identification number (PIN). This is a four-digit number of your choosing which is kept secret.

Never give your PIN number to anyone, and do not write it down on or near your ATM card. Instructions for operating the ATM are on the ATM machine.
Mail Facilities:
SMU Post Office
Hughes-Trigg Student Center
214-768-4450

United States Post Office:
5111 Greenville Ave (1-800-275-8777)
5606 Yale Blvd (1-800-275-8777)
For more information about the US Post Office, please visit: http://www.usps.com/

Private Facilities:
Eagle Post Centers: (214-528-6655)
Mail Boxes Etc.: (214-521-3776)
Shopping in the SMU Area
Discount Stores:

*Sam’s Wholesale Club*
Membership required, grocery items included
8282 Park Lane at Greenville
214-373-3058

*Target*
212 Medallion Center (Skillman and Northwest Highway)
214-361-2026

*Wal-Mart*
North Central Expressway (75) at Spring Creek (north of I-635)
972-437-9146

*Super Target*
Skillman and Abrams; groceries included
214-348-0240

*Target*
City Place location (southeast corner of Haskell and Central Expressway)
- can be reached via DART train
214-826-0331

*Dollar Tree*
6465 E Mockingbird Lane (northeast corner of Mockingbird and Abrams)
All items are $1.00
214-370-5261

*Dollar General*
6060 E. Mockingbird (southeast corner of Mockingbird and Skillman)
214-370-4893
Living In the U.S.
What You Need to Know!

Office Supplies:
Office Depot
5111 Greenville Avenue
214-365-9840

Copy Centers:
FedEx Office Print & Ship Center
6415 Hillcrest Ave
214-443-6172

Alphagraphics
3032 Mockingbird Lane
214-363-1101

Storage:
Public Storage
5342 E. Mockingbird
800-883-8369

Extra Space Storage
4114 N Central Expy
214-823-8584

Mustang Storage
http://www.mustang-storage.com/#
Public School for Children

Public education for children is determined by geographic area. Your children may only attend the school provided in the geographic area in which you live. SMU is in the Highland Park Independent School District. If you live in University Park, contact the schools below for information necessary for enrollment.

Armstrong Elementary School (grades K-4) 214-780-3100
University Park Elementary School (grades K-4) 214-780-3400
McCulloch Intermediate School (grades 5-6) 214-780-3500
Highland Park Middle School (grades 7-8) 214-780-3600
Highland Park High School (grades 9-12) 214-780-3740

If you live in Dallas, you may contact the Dallas Independent School District @ www.dallasisd.org or call (972)925-3700 for instructions on school enrollment. The quality of public school may vary. Where you live will determine the school your child will attend. Although there are other schools in the SMU area, international parents recommend the schools in Highland Park Independent School District (listed above) and Stonewall Jackson Elementary in the Dallas Independent School District (972)749-7200. We highly recommend that you check the schools in your area before renting an apartment.
Child Care and Preschool

Families with children age 5 and younger may be interested in day care or preschool opportunities. **Day care** provides supervised play activities. **Preschool** offers an academic structure. All charge for their service. Many have waiting lists so you should call as soon as possible. None of the businesses near SMU accept **drop-ins**, (take a child for just an occasional day). Many churches have **mother’s day out**, where children are taken care of in a play group for one morning a week. They usually require regular enrollment for this service.
The following facilities are near SMU:

**SMU Preschool and Childcare Center**
SMU Hawk Hall  
214-768-2278

**Christ Lutheran Child Development Center**
3001 Lovers Lane  
214-363-2242

**Highland Park United Methodist Church Child Development Program**
3300 Mockingbird  
214-521-2600

**Children’s Center of First Community Church Preschool**
6255 E. Mockingbird (near Abrams)  
214-823-2119

**SMU Hawk Hall**  
214-768-2278

**Park Cities Baptist Church Preschool**
3933 Northwest Parkway  
214-860-1500

**Park Cities YMCA**
6000 Preston Road  
214-526-7293
### Measurement Conversion Chart

<table>
<thead>
<tr>
<th>Temperatures</th>
<th>Fahrenheit</th>
<th>Celsius</th>
<th>Avoirdupois</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>32 (freezing)</td>
<td>0</td>
<td>0</td>
<td>0.035 ounces (oz.)</td>
<td>1.0 gram (g.)</td>
</tr>
<tr>
<td>41</td>
<td>5</td>
<td></td>
<td>1.0 oz.</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>10</td>
<td></td>
<td>16 oz. = 1 pound (lb.)</td>
<td>454 g.</td>
</tr>
<tr>
<td>68</td>
<td>20</td>
<td></td>
<td>2.2 lbs.</td>
<td>1.0 kilogram (kg.)</td>
</tr>
<tr>
<td>86</td>
<td>30</td>
<td></td>
<td>2000 lbs. = 1 ton (t.)</td>
<td>909.09 kg.</td>
</tr>
<tr>
<td>95</td>
<td>35</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>104</td>
<td>40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>212 (boiling)</td>
<td>100</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To change F to C, subtract 32 and multiply by 5/9.

To change C to F, multiply C by 9/5 and add 32.
### Measurement Conversion Chart

<table>
<thead>
<tr>
<th>Distances</th>
<th>U.S. Measures</th>
<th>Metric</th>
<th>Volume</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.39 inches (in.)</td>
<td>1 centimeter (cm.)</td>
<td>1 cup = 8 oz.</td>
<td>0.24 liters (l.)</td>
<td></td>
</tr>
<tr>
<td>1.0 in.</td>
<td>2.54 cm.</td>
<td>2 cups = 6 oz. = 1 pint (pt)</td>
<td>0.4732 l.</td>
<td></td>
</tr>
<tr>
<td>12 in. = 1 foot (ft.)</td>
<td>30.48 cm.</td>
<td>32 oz. = 2 pt. = 1 quart (qt)</td>
<td>0.946 l.</td>
<td></td>
</tr>
<tr>
<td>36 in. = 3 ft. = 1 yard (yd)</td>
<td>91.44 cm.</td>
<td>1.05 qts.</td>
<td>1 l.</td>
<td></td>
</tr>
<tr>
<td>39.37 in. = 3.28 ft. = 1.09 yd.</td>
<td>1 meter (m.)</td>
<td>4 qts. = 1 gallon (gal.)</td>
<td>3.7853 l.</td>
<td></td>
</tr>
<tr>
<td>0.625 miles</td>
<td>1 kilometer (km.)</td>
<td></td>
<td>To change liters to gallons, multiply by 0.264 or ¼.</td>
<td></td>
</tr>
<tr>
<td>5,280 ft. = 1 mile</td>
<td>1.61 km.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 miles</td>
<td>161 km.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To change km to miles, multiply by 0.62. For approximate distance, multiply by 2/3 or take 1/3 off the total.
## Measurement Conversion Chart

<table>
<thead>
<tr>
<th>Area</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4.840 square yards = 1 acre</td>
<td>0.405 hectares</td>
</tr>
<tr>
<td>2,471 acres</td>
<td>1 hectare</td>
</tr>
<tr>
<td>640 acres – 1 square mile</td>
<td>15.62 square km.</td>
</tr>
</tbody>
</table>
## Useful Telephone Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCY</strong></td>
<td></td>
</tr>
<tr>
<td>Police - Fire – Ambulance</td>
<td>911</td>
</tr>
<tr>
<td>SMU CAMPUS</td>
<td></td>
</tr>
<tr>
<td>International Center/ISSS Office</td>
<td>214-768-4475</td>
</tr>
<tr>
<td>SMU Police/ Night Escort Service</td>
<td>214-768-3388</td>
</tr>
<tr>
<td>Help Line (non-emergency)</td>
<td>214-768-3333</td>
</tr>
<tr>
<td>Housing</td>
<td>214-768-2407</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>214-768-2141</td>
</tr>
<tr>
<td>University Mental Health</td>
<td>214-768-2860</td>
</tr>
<tr>
<td>Counseling and Testing Center</td>
<td>214-768-2211</td>
</tr>
<tr>
<td>University Chaplain</td>
<td>214-768-4502</td>
</tr>
<tr>
<td>Dean of Student Life</td>
<td>214-768-4564</td>
</tr>
<tr>
<td><strong>COMMUNITY</strong></td>
<td></td>
</tr>
<tr>
<td>Non-emergency contacts with the City of Dallas [to seek information, report problems, request assistance]</td>
<td>311</td>
</tr>
<tr>
<td>Social Security</td>
<td>1-800-772-1213</td>
</tr>
<tr>
<td>Southwestern Bell [to get phone service]</td>
<td>1-800-464-7928</td>
</tr>
<tr>
<td>TXU Gas</td>
<td>214-741-3750</td>
</tr>
</tbody>
</table>
## Useful Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>TXU Electric</td>
<td>972-791-2888</td>
</tr>
<tr>
<td>Dallas Water Department</td>
<td>214-651-1441</td>
</tr>
<tr>
<td>Time and Temperature</td>
<td>214-844-8888</td>
</tr>
<tr>
<td>TRANSPORTATION</td>
<td></td>
</tr>
<tr>
<td>DART</td>
<td>214-979-1111</td>
</tr>
<tr>
<td>Super Shuttle (to and from airports)</td>
<td>817-329-2000</td>
</tr>
<tr>
<td>Yellow Cab Taxi Company Terminal Taxi Company</td>
<td>214-426-6262</td>
</tr>
<tr>
<td></td>
<td>214-350-4445</td>
</tr>
<tr>
<td>HOSPITALS</td>
<td></td>
</tr>
<tr>
<td>Baylor Hospital</td>
<td>214-826-7010</td>
</tr>
<tr>
<td>Emergency</td>
<td>214-820-2501</td>
</tr>
<tr>
<td>Medical City Hospital</td>
<td>972-566-7000</td>
</tr>
<tr>
<td>Emergency</td>
<td>972-566-7200</td>
</tr>
<tr>
<td>Presbyterian Hospital Emergency</td>
<td>214-345-6789</td>
</tr>
<tr>
<td></td>
<td>214-345-7886</td>
</tr>
</tbody>
</table>
THANK YOU AND WE LOOK FORWARD TO MEETING YOU!

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SMU International Student Scholar Services

https://www.facebook.com/pages/SMU-International-Student-Scholar-Services/238158462873735