



SAN FRANCISCO BAY
UNIVERSITY



2024-2025 STUDENT HANDBOOK

There's nothing stopping us.

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MISSION STATEMENT

San Francisco Bay University (SFBU) provides diverse learners with inclusive, innovative, and inspirational education for lifelong personal and career success.

SFBU will set the standard as a national and international model of engaged and transformative higher education in service of the common good.

OUR VALUES

As a learning environment rooted in radical welcoming and belonging, we seek to provide wrap-around support for students' academic, personal, professional, financial, nutritional, physical, and wellness journeys.

We seek to:

- Care for the Whole Student
- Deliver Teaching Excellence
- Provide Access and Inclusion
- Offer Affordable Higher Education Opportunities
- Reflect the Vibrancy of Silicon Valley

Based upon our vision, mission, and values, we expect each student to commune in our onsite and online learning environments, alongside our residences, in a manner that welcomes and respects students of all backgrounds, experiences, and abilities.

We expect all students:

- To embrace, practice, and promote the behaviors of a Tenacious Leader, Global Navigator, Tech Trendsetter, and Enlightened Thinker who is Interpersonally Gifted;
- To embrace radical welcoming by practicing and promoting a commitment to
- welcome and respect the diversity and advocate for the dignity of every person;
- To promote the common good for the entire SFBU community;
- To practice personal and academic integrity and honesty;
- To practice mutual respect and trust as a foundation of community life;
- To practice responsible choices bound by respect for others' rights; and
- To practice and promote responsible, respectful inquiry and expression of ideas,
- whether by individuals, groups, or SFBU.

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LEADERSHIP

Dr. Nicholas Ladany *President*



President Nicholas Ladany, PhD, is the 4th president of San Francisco Bay University. Dr. Ladany brings an extensive background in higher education, with over 30 years of experience working with and leading institutions nationwide. He became president in June 2023.

Before joining San Francisco Bay University, Dr. Ladany served as President of Oglethorpe University in Atlanta, Georgia, where he achieved remarkable success in increasing enrollment to record levels, overseeing the development of the University's strategic plan, and launching various diversity initiatives. Under his leadership, Oglethorpe University successfully strengthened its finances, as well as student support, retention, and graduation.

Before his tenure at Oglethorpe, Dr. Ladany held numerous prestigious positions, including Dean and Associate Provost at the University of San Diego, Dean at Santa Clara University, and professor at Lehigh University, Temple University, and the University of Maryland.

Under Dr. Ladany, SFBU is embarking on a new phase of expansion for its academic programs, curriculum, and enrollment.

Dr. Stephanie Krusemark

Vice President of Enrollment Management and Student Affairs



Stephanie Krusemark, Ph.D., has more than 20 years of experience in higher education and brings with her a passion and dedication to diversity, equity, inclusion, and student success. As the Vice President for Enrollment Management and Student Affairs, Dr. Krusemark oversees Admissions, Career Services, Financial Aid, Health and Wellness, Residential Life, Student Affairs, Student Life, and Student Success, providing wraparound support to students throughout their time at SFBU. She brings a Ph.D. in Higher Education Administration with a specialization in Diversity and Higher Learning from the University of Denver, a master's in Arts Administration from Saint Mary's University, and a bachelor's in Art History from the University of Saint Thomas.

Student Success Hub

Come and discover the SFBU Student Success Hub, where unwavering support accompanies you every step of your journey! We are dedicated to nurturing every aspect of your well-being—academic, personal, professional, financial, nutritional, spiritual, and overall wellness. At the heart of our mission is a commitment to your success and growth in all areas of life. The Student Success Hub is your go-to destination to invigorate your mind, heart, and spirit. Join us and experience the vibrant, supportive community we've created just for you. Come see us and thrive!

Academic Advising

At SFBU, we want students to foster and be guided by multiple meaningful relationships. Faculty provide a cornerstone of support for students as they navigate their academic journey. Students are expected to formally meet with faculty at least once each semester to discuss current and planned academic work. Students are encouraged to meet with faculty more frequently throughout the academic year to engage in ancillary academic and career-planning discussions.

Accessibility and Disability Services

At SFBU, we are committed to providing an inclusive and accessible learning environment for all students. Our Accessibility and Disability Office is dedicated to supporting students with disabilities by ensuring equal access to academic programs, services, and facilities.

Services Offered:

- Accommodations Coordination: We work with eligible students to determine and implement appropriate accommodations based on individual needs. This may include extended time for exams, note-taking assistance, accessible formats for course materials, and more.
- Accessibility Resources: We provide resources such as accessible campus transportation, priority registration, and assistive technology to enhance academic participation and student life.
- Advocacy and Support: We serve as an advocate for students with disabilities, collaborating with faculty and staff to promote awareness and facilitate reasonable accommodations in accordance with federal and state laws.
- Educational Workshops: We offer workshops and training sessions on disability-related topics to promote understanding and support within the University community.

How to Access Services:

To receive services or accommodations, students must:

- Register: Provide documentation of their disability and schedule an intake appointment.
- Discuss Accommodations: Meet with a staff member to discuss specific needs and develop an accommodation plan through an interactive dialogue.
- Renew Accommodations: Arrange periodic reviews to ensure accommodations remain appropriate and effective.

Please note that former IEPs from K-12 institutions are not applicable in University settings and are not guaranteed a reasonable accommodation.

Confidentiality: All information regarding a student's disability is treated with respect and confidentiality in accordance with federal and University guidelines.

Career Services

SFBU Career Services offers career-related resources to San Francisco Bay University students through seminars, speaker series, and one-on-one counseling. The following major services are offered by Career Services:

- Job Skills Seminars: These seminars are conducted every semester to help students prepare for the workplace.
- Job Fairs: These fairs are held every semester for students to interact and network with potential employers.
- Resume Preparation: Career Center computers have information and numerous templates on resume preparation and cover letters. Student can research career-related articles.
- Personalized Career Counseling: Students can contact designated counselor/s for one-on-one career counseling. Students are highly encouraged to use this service.
- Job Postings/Events: Students can access the latest job postings on SFBU's Handshake page. Information on external job fairs and other career-related events are posted on Handshake.

Health and Wellness

Our mission is to empower students to take charge of their health and well-being by providing a supportive environment and the necessary tools to thrive academically, socially, and personally. We are committed to fostering a culture of wellness that promotes resilience, self-care, and lifelong healthy habits.

Our University's Health and Wellness Program is dedicated to promoting our students' physical, mental, and emotional well-being. Our comprehensive approach ensures that students can access resources and support to maintain a healthy lifestyle throughout their academic journey.

Services Offered:

- Counseling Services: Licensed therapists provide individual and group counseling to support mental health, manage stress, and address personal challenges.
- Wellness Workshops: Regular workshops and seminars covering topics such as stress management, mindfulness, sleep hygiene, and substance abuse prevention.
- Crisis Intervention: Immediate support and resources are available for students experiencing emergencies or crises.

Contact Information:

Students can access Health and Wellness Program services by visiting our office or booking appointments through our online portal. For more information, please visit our website or stop by our office during business hours.

Location: Health and Wellness Center, 47065 Warm Springs Blvd.

Office Hours: Monday - Friday, 9:00 AM - 5:30 PM; Saturday - Sunday, Closed

For immediate help due to a medical or mental health emergency, dial 9-1-1.

For crises after hours, call the National Suicide Prevention Lifeline: 9-8-8 or 1-800-273-TALK (8255), or text the Crisis Text Line: 741-741.

We encourage all students to take advantage of the Health and Wellness Program and prioritize their well-being as an essential part of their University experience.

Residential Life

San Francisco Bay University offers non-traditional University campus housing for both undergraduate and graduate students, providing a unique housing experience where living on campus is an important part of the student's academic journey. Residential Life is at the heart of the SFBU community, offering more than just a place to stay—it serves as the core foundation where residents can thrive academically and personally.

Our distinctive campus housing here at SFBU is designed not only to offer a real-life condo-style living experience but also to foster a sense of community where residents can find opportunities to create meaningful connections with peers, participate in programming activities, and be engaged in a living and learning environment.

Start Up Scholars

The Startup Scholars program is a University-led initiative housed in Enrollment Management and Student Affairs.

Startup Scholars is a scholarship program that focuses on supporting first-generation (e.g. students whose parents or legal guardians have not completed a bachelor's degree) to carry out a passion project while pursuing their University degree.

The intent of the Startup Scholars program at San Francisco Bay University is to ensure first-generation scholars focus on their education first and foremost. We aim to engage our scholars in all SFBU has to offer, and we achieve this goal by taking a multifaceted approach to providing students with the necessary resources to graduate.

Beyond scholarship funding, the program resources include advising, tutoring services, career services, counseling, and mentorship led by staff that take an active role in activities and student development. Startup Scholars aims to create a community of learners bringing their cultural and community wealth (Yosso, 2005¹) to higher education. The program also empowers scholars to bring together community-led change to advance economic and social mobility in the Bay Area.

Student Expectations

- **We expect** our scholars to be engaged with each other and with the Startup Scholars community. This includes attending events, meeting with staff regularly, being timely and professional, and supporting each other.
- **We expect** our scholars to be responsive and communicative. We will communicate with scholars in a variety of ways including University email, text messages, and phone calls. We expect scholars to respond to our communication promptly and address any action items outlined in the communication. We also expect them to communicate with their mentors to ensure a reciprocal mentor relationship.
- **We expect** our scholars to prioritize their education. Life can get hectic, but our team is here with the intention that ALL our scholars reach graduation. The program aims to guide scholars in navigating higher education, but can only do that when students engage.
- **We expect** our scholars to be respectful and work through challenges that may arise. We understand University will be a new environment and will come with many challenges. One challenge may be conflict with others across campus, or even with our team. While it may feel easy for scholars to distance themselves from conflict, we know an important part of professional behavior is working through conflict and treating ALL people with respect.
- **We expect** our scholars to build community. We understand students will each have their own University experience, but we expect our scholars to support each other, build community, and hold one another accountable.
- **We expect** our scholars to share their strengths with each other and the SFBU community to ensure everyone learns and grows collectively.

¹ Yosso*, T. J. (2005). Whose culture has capital? A critical race theory discussion of community cultural wealth. *Race ethnicity and education*, 8(1), 69-91.

Student Life

Student Life at SFBU is vibrant. We offer student government, student clubs, events, and activities to support your life outside of the classroom. For a list of student government officers and student clubs and organizations, visit the Student Life tab on the SFBU website.

Student Success and Cohort Services

At SFBU, Student Success and Cohort Services are dedicated to fostering an environment where students can thrive academically, personally, and professionally. These services are designed to provide comprehensive support tailored to the unique needs of each student, ensuring that they have the resources and guidance necessary to achieve their educational and career goals.

Together, Student Success and Cohort Services create a holistic support system that addresses the diverse needs of students, fostering an inclusive and empowering educational environment.

Student Code of Conduct

Student Grievance Procedure

SFBU takes grievances very seriously. Students have the right to file a grievance that concerns SFBU, whether such grievances are with personnel, the course of study, general university policies, or other related matters. The Student Code of Conduct describes the grievance procedure available to students.

SFBU's Commitment

At San Francisco Bay University, we are committed to helping students succeed in their careers and personal development by focusing on cutting-edge technologies and high-demand disciplines. We strive to set the standard as a model of engaged and transformative higher education in service of the common good.

By adhering to the SFBU Student Code of Conduct, students contribute to a vibrant, ethical, and supportive academic community, ensuring that the values of intellectual achievement, personal growth, and social responsibility are upheld throughout their educational journey. Our commitment is for all SFBU students to fully experience an inclusive, innovative, and inspirational education for lifelong personal and career success.

The Student Code of Conduct is intentionally designed to center care for the whole student, support the academic mission, and center the importance of upholding the common good within our community. In fulfillment of the University's mission and vision, SFBU students should act responsibly and respectfully, and hold themselves and others accountable.

Student Rights

At SFBU, students have a right to a community that empowers and supports them throughout their learning journey. Key components of which include, but are not limited to:

- **A Positive & Safe Learning Environment**
Every student has the right to a positive and safe learning environment. This includes the right to be treated with respect and dignity by peers, faculty, and staff. Harassment, discrimination, or any form of intimidation is strictly prohibited. Students are encouraged to report any concerns or incidents, and the University is committed to addressing them promptly and fairly. Our goal is to foster an inclusive and caring environment.
- **Contributing to the Vision of SFBU**
Students are expected to embody our vision of transformative higher education. This means actively contributing to our community through collaboration,

innovation, and a commitment to the common good. Students should engage thoughtfully in their academic and extracurricular pursuits, seek to make a positive impact, and uphold the highest standards of integrity and respect in all their interactions. By doing so, they help advance our mission to provide diverse learners with inclusive, innovative, and inspirational education for lifelong personal and career success.

- **A Fair Student Conduct Process**

Students are granted specific rights throughout the conduct process. These rights include access to a fair and impartial process, where decisions are made based on the preponderance of evidence standard. This standard ensures that the determination of a policy violation is based on whether it is more likely than not that the violation occurred. Students are given the opportunity to present evidence, respond to allegations, and be heard during the conduct process. The University is dedicated to maintaining transparency and fairness, ensuring that all parties involved are treated equitably and that decisions are reached with careful consideration of all relevant information.

Student Responsibilities & Community Standards

At San Francisco Bay University, students share the responsibility of contributing to the common good through the following standards:

- **Academic Integrity:** Students are expected to uphold the highest standards of academic honesty. This includes avoiding plagiarism, cheating, and other forms of academic dishonesty. Refer to the Academic Catalog for more information.
- **Personal Responsibility:** Students must conduct themselves in a manner that reflects the core values of SFBU, showing respect for others and contributing positively to the University community.
- **Community Standards:** Students must represent a strong sense of community on campus. Actions that compromise our community's well-being or disrupt the academic experience are not aligned with our values. We encourage behaviors that contribute positively to our University's mission and foster a collaborative atmosphere.
- **Respect and Inclusivity:** Students should foster an environment of respect and inclusion, embracing diverse perspectives, and treating all members of the community with dignity and care.

Scope

The Student Code of Conduct applies to conduct occurring on SFBU premises, at University-sponsored activities, online, and off-campus conduct that impacts student academic success or adversely affects the SFBU community. This includes conduct before classes begin, during academic terms, and between terms, extending to actions even after a degree has been awarded.

Reporting & Investigation

Any member of the San Francisco Bay University community may report allegations of misconduct against a student or student organization for violations of the Student Code of Conduct. It is recommended that all reports be made in writing and directed to the Student Conduct Educator as soon as possible of the alleged incident to ensure all students/student organizations are afforded a fair process. The Student Conduct Educator will determine whether or not enough information exists to pursue the matter through the University conduct process. In addition to reports from individuals, incident reports from University departments such as University Operations, Residential Life, or Human Resources can also initiate these procedures. The Student Conduct Educator may request an investigation by University Operations as part of the process, should it be deemed necessary. For incidents specific to Residential Life, the Residential Community Coordinator, will serve as the primary investigator. Please see the Residential Life Policy handbook.

Student Conduct Process

The student conduct process purposefully differs from the legal process. The student conduct process is educational in nature and embraces the language and spirit of student development. SFBU uses the following approach to addressing reports of alleged behaviors by students or student organizations that are in violation of the Student Code of Conduct.

Educational Conferences: An educational conference is an informal, in-person conversation between a student and a Student Conduct Educator. There are several reasons to conduct an educational conference:

- Cases where the misconduct is minor (e.g. minor violations of SFBU Housing Rules, Regulations, and Policies); or
- When a report has been received about an event, incident, or behavior that would constitute misconduct has not yet taken place but is likely to occur.

In order to determine if misconduct is minor, the Student Conduct Educator weighs the gravity of an incident or event based on the following criteria:

- The impact that the incident or event has or may have on the student and the community;
- The likelihood that the incident or event will have a lasting negative effect on the student's ability to succeed at SFBU; or
- University precedent for the violation(s) and/or potential violation(s).

Typically, a student will be afforded only one opportunity for an informal resolution of issues of minor misconduct through an educational conference during a student's tenure at SFBU. It will be at the discretion of the Student Conduct Educator to determine whether an educational conference may be appropriate for subsequent incidents of misconduct. Generally, subsequent incidents of misconduct will be resolved through a hearing process described below.

While an educational conference will not be a part of a student's official conduct record, the incident or event giving rise to the educational conference will be documented. The educational conference is an opportunity for students to take accountability for their actions, correct course if they are engaging in any high-risk behaviors, and discuss ways in which they can improve their decision-making. It is the University's expectation that students be honest with the Student Conduct Educator during the educational conference so they may learn from the experience.

Administrative Hearing: An administrative hearing differs from an educational conference in some specific and significant ways. An administrative hearing is a formal process that is reserved for cases where the alleged misconduct is serious, there is significant impact on the campus community, a student has a prior conduct record, or the Student Conduct Educator deems it necessary to address a violation through this process. A hearing is also meant to educate. The outcome of an administrative hearing may result in more severe sanctions than that of an educational conference. A finding of "responsible" from a hearing will result in the student having a conduct record. The administrative hearing is conducted by the Chief Conduct Officer.

Student Conduct Hearing Board: In lieu of an administrative hearing, students may request that their matter be reviewed by the Student Conduct Hearing Board. Similar to an administrative hearing, this process is also a formal conduct process reserved for cases where the alleged misconduct is serious, there is significant impact on the campus community, and/or a student has a prior conduct record. The outcome of the Student Conduct Hearing Board may result in more severe sanctions than that of an educational conference. A finding of "responsible" by the Student Conduct Hearing Board will result in the student having a conduct record. The Student Conduct Hearing Board will generally consist of a designated board chair and faculty/staff members. The Chief Conduct Officer will appoint the members of the Student Conduct Hearing Board.

Student Conduct Procedures

San Francisco Bay University is dedicated to providing a fair and transparent process for students. The student conduct process at SFBU addresses violations of the Student Code of Conduct through a private, consistent, and individualized process. Education and the care of the whole person is a guiding principle, with the consideration that the University is a learning community where students are developing skills and knowledge that should assist them to make positive life choices. Therefore, follow-up and sanctions associated with violations of the Student Code of Conduct encourage students to reflect intentionally on incidents, identify areas for personal growth, use campus and/or community resources to support this growth, and accept accountability for their behaviors.

Upon receiving an incident report from University Operations, Residential Life staff, or a member of the SFBU community, the Student Conduct Educator will follow these procedures unless there is an immediate safety risk or other special circumstances.

Notification

Written notification will be sent to the accused student or president of the organization noting the complaint, the applicable potential violations, and a brief summary of the alleged facts which support the complaint. The notification will also include the date, time, and location of the meeting which will be held to discuss the complaint and to determine the next course of action. These next steps may include, but are not limited to, an educational conference, administrative hearing, or a student conduct hearing board. The Student Conduct Educator will discuss several important points with the student prior to holding an educational conference or a hearing, including:

- Explaining the allegations or the event/behavior that is causing concern;
- Explaining the students' rights;
- Obtaining the student's response to the allegations;
- Discussing all aspects of the educational conference or hearing process; and
- Offering support and assistance in preparing for the educational conference or hearing.

Students typically have three days to respond to this notification. However, the Student Conduct Educator may decide to extend or accelerate the deadline depending on the severity of the incident. Students are responsible for regularly checking their SFBU email account, and if they experience any difficulties, they may contact Information Technology to address their issue (AskIT@sfbu.edu).

Students are expected to attend their educational conference or hearing. If a student does not respond to the request for an educational conference or a hearing, the University may choose to proceed in the following ways:

- A student who does not respond to a request for an educational conference will have their case resolved through a summary decision.
- The student will forfeit the opportunity to submit any information in the process.

What Students Can Expect

- **Students have the right to a fair and impartial conduct process where decisions are made based on the preponderance of evidence standard.** This standard ensures that the determination of whether a policy violation occurred is based on whether it is 'more likely than not' that the violation took place. Students have the opportunity to present evidence, respond to allegations, and be heard during the hearing process. The University is committed to transparency and fairness, ensuring that all parties involved are treated equitably and that decisions are made with careful consideration of all relevant information.

- **Proceedings will be conducted in private.** During a conduct meeting, the student and the Student Conduct Educator or hearing board will discuss the specific details of the incident or the cause for concern. This conversation is meant to be private, noting that students may be accompanied by an advisor acting as a support person, if the student so chooses, so the student feels comfortable sharing any information that they wish to divulge. This advisor may be an SFBU staff member, parent/guardian, or faculty member. The student may request that special permission be given by the Student Conduct Educator for an advisor who does not meet the listed criteria. The advisor does not speak on behalf of the student. It is the University's expectation that the advisor be respectful of the conversation that is occurring between the student and the Student Conduct Educator or hearing board. The Student Conduct Educator or hearing board may exclude the advisor from the proceedings if the advisor interferes with the student's ability to explain themselves in the proceedings.
- **Students may have witnesses appear on their behalf.** Witnesses will be present solely to provide their statements and respond to questions from the Student Conduct Educator or hearing board. If deemed necessary by either the student, Student Conduct Educator, or hearing board chair, witnesses may be asked to attend the conduct meeting to offer additional context or clarification. During the meeting, the Student Conduct Educator or hearing board chair may ask the student about their decisions and actions related to the incident, as well as any witnesses present. If the student wishes to question witnesses, these questions must be approved by the Student Conduct Educator or hearing board in advance of the proceedings. The student, upon request, will receive the substance of witness statements in advance of the meeting with the Student Conduct Educator or hearing board. Witnesses will remain in the room only to provide their statement and any subsequent questioning that may be necessary.
- **Students have the right to present evidence for review by the Student Conduct Educator.** Both the student and the Student Conduct Educator may introduce evidence, including documentation or other relevant information that will assist the Student Conduct Educator or hearing board to arrive at their decision. All materials should be pertinent to the case and available at the time of the educational conference or hearing.
- **Students may choose not to answer any or all the questions posed by the Student Conduct Educator or in a hearing.** The student has the right to decline to answer any or all the questions posed by the Student Conduct Educator. However, SFBU always encourages students to participate in the conversation. Students are advised that their declination to respond to questions from the Student Conduct Educator or the hearing board will result in their relying only on

the information giving rise to the educational conference or hearing to arrive at a decision.

It is a violation of the Student Code of Conduct to provide falsified information to the Student Conduct Educator and/or during a hearing. If a student is found falsifying information, the student will be charged with a violation of the Student Code of Conduct.

Once the Student Conduct Educator has discussed the above items with the charged student, the student may decide to proceed through an educational conference, administrative hearing, or a Student Conduct Hearing Board. To ensure that the hearing process is taking place in a timely manner, the Student Conduct Educator reserves the right to set the timeline for the process.

Outcome Letter

Once an educational conference or a hearing has concluded, the Chief Conduct Officer must consider all of the information they have received about the incident and determine whether or not a student or student organization is found responsible for violating the Student Code of Conduct.

This information will be emailed to the student at their SFBU email address in a written outcome letter. In some cases, the Student Conduct Educator may also choose to discuss the decision by phone, Zoom, or in person.

Appeals

Decisions of the Administrative Hearing or the Student Conduct Hearing Board may be appealed in writing to the Vice President of Enrollment Management and Student Affairs or their designee, within two business days of the written decision being sent to the student. Appeals must be based on the following reasons:

- Procedural error that can be shown to have had a material impact on the outcome of the hearing;
- The sanctions imposed have no reasonable relationship to the allegations; or.
- The availability of evidence that was not reasonably available at the time of the hearing which would have a material impact on the outcome of the hearing.

The student will be notified in a timely manner of the appeal determination. Appeal decisions are final.

If a student chooses to file an appeal, pending a decision, the student may continue to attend their courses and participate in University life as usual. Limitations on personal contact and/or participation in University activities may be imposed.

Violations of the Code of Conduct

The following list of specific violations provided is not exhaustive. Other behaviors that contravene the Student Code of Conduct may also be subject to disciplinary action.

Actions may include, but are not limited to:

- **Disruptive Behavior:** Behavior that impedes the safety of community members, interferes with the educational process, or hinders the administrative operations of the University.
- **Disruptive Conduct:** Engaging in behavior that disturbs the peace, creates a nuisance, poses safety hazards, or causes significant disruption, whether alone or in a group.
- **Non-Compliance with Lawful Directives:** Failure to comply with the lawful directives of University officials, including but not limited to, faculty, staff, resident life, operations, and campus safety, who are performing the duties of their office.
- **Abuse:** Engaging in behavior that threatens the mental or physical health and safety of individuals, including but not limited to, bullying, intimidation, threats, hazing, or other actions that interfere with another person's rights or comfort. Cruelty to domestic or wild animals is also prohibited, including but not limited to, abandonment, torturing, causing bodily harm, or causing death.
- **Obstruction of University Activities:** Intentionally disrupting or obstructing lawful University activities or the rights of individuals to assemble and peacefully protest.
- **Theft and Property Damage:** Engaging in theft or damage of any kind, including embezzlement, fraud, exploitation, physical theft, or the unauthorized use of intellectual property, such as ideas, exams, papers, and copyrighted materials.
- **Vandalism and Unauthorized Access:** Committing vandalism or damage to any property, including University property, land, books, library resources, computer materials, and recreational equipment, as well as unauthorized entry into buildings, rooms, restricted areas, or illegal access to computer files and electronic accounts.
- **Intoxication:** Being under the influence of alcohol, hallucinogens, or any illegal or controlled substances, regardless of the cause.
- **Substance Abuse:** Illegal manufacture, purchase, sale, use, possession or distribution of alcohol, drugs, or controlled substances.
- **Smoking:** SFBU is a tobacco- and marijuana-free learning environment; this includes University-owned residences.
- **Disorderly Conduct:** Engaging in behavior including but not limited to, public intoxication, excessive noise, lewd, indecent or obscene behavior, libel, slander or illegal gambling.
- **Falsification of Information:** Lying, forgery, alteration, fabrication or misuse of identification cards, keys, records, grades, diplomas, University documents, or misrepresentation of any kind to a University office or official.

- **Computer & Electronic Device Misuse:** Misuse of digital resources for harmful or hateful content, failure to comply with legal and contractual obligations, and engaging in cyberbullying.
- **Unlawful Conduct:** Violation of US federal, state or local governmental penal and/or civil codes.

Recommendations, Sanctions, and Conditions

If a student is found responsible for the alleged misconduct through an educational conference, they will receive an outcome letter detailing available resources.

For violations determined through a hearing process, the outcome letter will include any assigned sanctions or conditions. They are personalized based on factors such as the student's conduct history, the nature and gravity of the incident, the student's accountability, the need to resolve the issue, and University precedents.

All recommendations, sanctions, and conditions are designed to be educational, helping students learn from their experiences. The following is a non-exhaustive list of sanctions a student may face:

- **Verbal Warning:** The student or student organization shall be warned verbally that they have violated the Code of Student Conduct and that subsequent misconduct may result in more serious disciplinary action.
- **Disciplinary Warning:** Disciplinary Warning is for a designated period and includes the potential for more severe disciplinary sanctions, which may include community probation or suspension from the institution if the student is found violating the specified policy during the warning period.
- **Education and/or Counseling:** A student may be required to attend an intake session with the counseling center to address issues related to the violation of campus policies. Other educational assignments and projects may be assigned as well.
- **Reflection:** Reflective paper on a specific incident and its impact on the community. Specific guidelines will be outlined in the sanction letter.
- **Educational Service:** Completion of a determined number of hours of educational community service. The conduct educator reserves the right to assign this service to the appropriate office or community partner. Specific guidelines and hours will be outlined in the sanction letter.
- **Know the Code Worksheet:** This worksheet is intended to teach students more about the Student Code of Conduct and to reflect on any policy violation(s) they are responsible for. Students are required to complete this worksheet on their own – those who are found to plagiarize another student's Know the Code will be charged with Falsification and are subject to additional sanctions.
- **Letter of Apology:** A written apology reflecting an understanding of the inappropriateness of the student's actions and the impact it had on the letter's recipient.

- **Restitution:** Compensation for loss, damage, or injury. This may take the form of appropriate service and/or monetary or material replacement.
- **Recommended Mediation:** A recommended sanction to assist a student with interpersonal skills. Mediation is a process in which a neutral third party works with the involved parties to attempt to achieve a mutually satisfactory outcome to the dispute. Since successful mediation requires participation by consenting parties, this sanction can only be recommended, although this recommendation will remain a part of the student's disciplinary record. The Chief Conduct Officer will recommend an appropriate party to lead this mediation.
- **Parental Notification:** Subject to the requirements under the Family Educational Rights and Privacy Act (FERPA), written notification to parent/guardian concerning a specific incident, outcome, and appropriate sanction may be provided.
- **Computer Privileges Restriction:** Loss or restriction from University computer mainframe access or privileges for a stated period of time.
- **No Contact Order:** The Dean of Students or the Office of Title IX may determine that a No Contact Order is necessary to ensure that students' contact and communication is restricted to prevent further, potentially harmful interaction. Information about the No Contact Order will be issued by the Dean of Students, the Title IX Coordinator, or their designee.
- **Privilege Restrictions:** Loss of specific privileges at the discretion and determination of the conduct educator. Such restrictions may include, but are not limited to:
 - Prohibited attendance at athletic, social, or organizational events, including social functions, group meetings, and student organization or club events.
 - The ability to be a member of an organization.
 - Housing for a designated period.
 - Prohibited from hosting visitors.
 - Prohibited from participating in a University ceremony or event, including but not limited to, commencement/graduation, or other University sponsored events or activities.
- **Residence Dismissal:** Immediate and permanent removal from student housing without refund.
- **Residence Probation:** Student Housing Probation is for a designated period and includes the probability of dismissal from campus housing and/or removal of privileges to live in campus housing if the student is found violating any policy during the probationary period.
- **Residence Suspension:** Immediate and permanent removal from student housing without refund for a determined number of semesters.
- **Room Reassignment:** Removal from the student's current room and relocation to another available space.

- **Deferred Sanction:** When significant mitigating factors are present, one or more sanctions may be deferred (delayed) for implementation. Additional sanctions may be imposed for any new violations, which occur during the deferred period.
- **Community Probation:** Community Probation is for a designated period and includes the probability of more severe disciplinary sanctions, which may include suspension or dismissal from the University if the student is found violating any policy during the probationary period. Students must be in compliance with any additional requirements set by the Dean of Students or their designee during the probationary period.
- **Deferred Suspension:** Deferred Suspension is a time of observation and review for a designated period. If the student fails to complete any previously imposed sanctions, adhere to previously imposed conditions, or violates any policy during the deferred suspension period, the student may (at minimum) be automatically suspended for one semester.
- **Suspension:** Separation of the student from SFBU for a definite period, after which the student is eligible to return. Conditions for readmission may be specified. Students who are suspended from the University once classes have started will be automatically withdrawn from all of their courses and will receive a grade of “W” or “WF” (based on the date that the sanction was issued) and will not receive a tuition refund, unless the sanction is deferred to the following semester. A suspension will only be lifted when the student is in compliance with all required sanctions that must be completed prior to return. This determination will be made by the Dean of Students or their designee.
- **Retroactive Suspension:** The student will rescind or forfeit previously earned semester credits.

Restorative Justice Practices & Conflict Resolution

In alignment with SFBU’s mission of education of the whole student, SFBU aims to help students grow in their development of skills for managing conflict through providing education and resolution options. Following violations of the Student Code of Conduct and subsequent evaluations, SFBU prioritizes community building and harm prevention. In some cases, restorative justice practices may be used as a means of resolution and reconciliation. Restorative justice involves a structured process where all parties affected by a violation—such as the person harmed, the person responsible, and the broader community—come together to discuss the impact of the behavior, repair harm, and agree on actions to make amends and prevent future issues. These practices provide a safe space for expressing concerns, developing action plans, and addressing matters of mutual interest with the goal of restoring relationships and strengthening the campus community.

Options for participation in restorative justice practices and conflict resolution include:

- **Individual Consultations:** A chance to privately discuss a concern or issue with an impartial staff member. This meeting provides an opportunity to learn about available resources, explore options, and consider a facilitated resolution process, though pursuing such a resolution is not required or necessarily the goal of the visit.
- **Group or Organization Consultation:** An impartial staff member is available to meet with student groups and Student Organizations. This resource begins with a consultation where the staff member listens to the concerns, helps identify goals, and collaboratively explores options for moving forward. Consultations can be conducted with an individual or with multiple members of the group or organization.
- **Facilitation:** An informal process designed to help groups engage in respectful dialogue, collaborate on decision-making, and establish or reset norms and expectations. An impartial staff member facilitates this process, guiding the group to achieve mutual understanding or make decisions. The aim of facilitation is to support individuals and groups in working together efficiently and collaboratively toward their shared goals and interests.

Failure to Complete Sanctions or Conditions

All students and organizations, as responsible members of the SFBU community, are expected to complete mandated sanctions or conditions within the specified timeframe given by the Dean of Students or their designee. Failure to successfully complete sanction(s) by the date specified, whether by refusal, neglect, or any other reason, may result in the following:

- Additional sanction(s) may be assigned;
- A hold may be placed on the student's account;
- The student may be suspended or dismissed from the University. In this situation, a residential student will be required to vacate SFBU housing within a specified timeframe at the discretion of the Dean of Students or their designee; or.
- In the case of a student organization, failure to comply may impact the student organization's status at the University.

Interim Administrative Holds

In some circumstances, it may be necessary to remove a student from educational, residential, or University-sanctioned settings pending the outcome of a student conduct investigation and hearing. This process may be initiated by the Dean of Students or their designee.

An interim administrative hold may be appropriate as an interim measure only:

- To preserve the safety and well-being of members of the University community or preservation of University property;
- To preserve the student's own physical or emotional safety and well-being; or
- If the student poses a threat of disruption or of interference with the operations of the University.

During an interim administrative hold, students may be restricted access to University housing and/or to the campus (including classes) and/or all other University activities or privileges for which the student might otherwise be eligible. Interim administrative holds may be appealed to the Vice President of Enrollment Management and Student Affairs or their designee by the stated date in the hold letter.

Student Conduct Records

A student's educational record is typically maintained for seven years after graduation or permanent separation from the University. A student may, upon graduation or permanent separation, submit a written request to the Vice President of Enrollment Management and Student Affairs or their designee, asking that minor disciplinary actions may be expunged. It is at the discretion of the Vice President of Enrollment Management and Student Affairs or their designee to consider the request. The decision is final. In accordance with the Family Educational Rights and Privacy Act (FERPA), SFBU may release a student's conduct information to another school to which the student is transferring without obtaining consent. For more information about FERPA, please visit the Department of Education's website.

Compliance

Alcohol and Drugs

San Francisco Bay University is an alcohol- and drug-free environment. This includes alcoholic drinks, tobacco, marijuana, and all illicit drugs.

The Drug-Free Schools and Communities Act was passed in 1989 as part of the reauthorization of the Higher Education Act and requires institutions of higher education that receive federal funding to execute a drug and alcohol abuse prevention program for its campus community. As part of this, the University is required to notify all members of the campus community on an annual basis about the various prevention and education programs, resources, policies, and laws. The publication of the Drug-Free Schools and Communities Act Guide provides the campus community with information on standards of conduct, sanctions for violations, prevention programming, health risks associated with alcohol and drug use, and local, state, and federal laws related to drug and alcohol use, and on-campus and community resources that are available to students, faculty, and staff. SFBU policies related to alcohol and illicit drug use are informed by state and

federal laws, such as Drug-Free Schools and Communities Act, Drug-Free Workplace Act, and Omnibus Transportation Employee Testing Act.

Campus Safety

Campus safety at San Francisco Bay University is dedicated to creating a secure environment for everyone. Our staff, who are committed to professionalism, enforce University policies and coordinate with local law enforcement on legal matters.

Policy Regarding Prohibited Conduct

The most up to date policy regarding sexual harassment is available in the Student Portal. You may access it by logging in at my.sfbu.edu. Scroll to the bottom of the homepage, and click on “Policy Regarding Sexual Harassment” in the Notices block to view or download the policy.

Definitions and Terminology

Terminology	Definition
Charged or Letter	Also known as a "documented letter with an alleged violation," this refers to a formal notice issued to a student when a University official documents a breach of the Student Code of Conduct or SFBU expectations. The letter outlines the alleged violation for which the student is being held accountable and details the student conduct process.
Chief Conduct Officer	The Chief Conduct Officer at SFBU is the Dean of Students. The Chief Conduct Officer determines responsibility for alleged policy violations and imposes sanctions, if any, as the result of a student conduct hearing. The Student Conduct Officer is responsible for administering the Student Code of Conduct through the student conduct hearing process and is responsible for issuing formal charges, engaging with the alleged violator, and rendering a decision.
Code	San Francisco Bay University Student Code of Conduct
Complainant	Any person who submits a complaint alleging that a student violated the Student Code of Conduct. When a student believes they have been a victim or are the negatively impacted party of another student's misconduct, they are considered the complainant, along with or regardless of who initially submitted the charge.
Faculty Member	Any person hired by the University to conduct classroom or teaching activities or who is otherwise considered by the University to be a member of its faculty.
Guest	Person(s) to whom a student is extending or has extended hospitality or invitation to come onto the University Premises or to attend University events.
Individual Educational Conference	An individual meeting with the student and Dean of Students/Chief Conduct Officer in lieu of a Student Conduct Hearing Board. This is not an official meeting that will be reflected on the student's educational record.
Member of the University Community	Includes but is not limited to any person who is a student, faculty member, University official, or any other

	<p>person employed by the University. A person's status in a particular situation, if ambiguous given the definitions contained in this section, shall be determined by the Dean of Students or designee.</p>
<p>Organization (Includes Student Organizations)</p>	<p>Refers to any number of persons, whether students or non-students, who have complied with the formal requirements for University recognition and/or registration.</p>
<p>Policy</p>	<p>Refers to the written regulations of the University as found in, but not limited to, the Student Code of Conduct and any of its addendums, the Student Handbook, Residential Life Policies and Procedures, the University website, course syllabi, and Graduate and Undergraduate Catalogs.</p>
<p>Respondent</p>	<p>Any student accused of violating the Student Code of Conduct.</p>
<p>Student</p>	<p>The term "student" includes anyone enrolled in University courses, whether full-time or part-time, at the undergraduate or graduate level. It also covers individuals who withdraw after an alleged violation, those with a continuing relationship with the University, or those accepted for admission, as well as individuals living in University residence halls but not currently enrolled. The Student Code of Conduct applies to all students, both on and off-campus, including those studying abroad, regardless of location.</p>
<p>Student Conduct Educator</p>	<p>The Student Conduct Educator is any designated staff member of SFBU that is identified to be empowered to oversee an educational conference.</p>
<p>Student Conduct Hearing</p>	<p>A discussion in which the Chief Conduct Officer or Student Conduct Educator. During a student conduct hearing, the board will learn more about the student, the student conduct process will be explained, the student will be informed of their rights in the process, and the student will be asked to respond to the allegations against them.</p>
<p>Student Conduct Hearing Board</p>	<p>A designated University group who is authorized to preside over the hearing process, make recommendations regarding determinations of responsibility for alleged misconduct, and impose outcomes, when appropriate.</p>

The University	San Francisco Bay University, also referred to as SFBU.
University Official	Includes any person employed by the University who is acting in the capacity of performing their assigned administrative or professional responsibilities.
University Premises	Includes all land, buildings, facilities, and other property, real or personal, in the possession of or owned, used, or controlled by the University (including adjacent streets and sidewalks).

Medical Intervention Policy

At San Francisco Bay University, the well-being of our students is our highest priority. To ensure this, we have established a policy aimed at preventing students from jeopardizing their own or others' safety due to concerns about University disciplinary actions. In the event of an alcohol or drug-related emergency such as intoxication, alcohol poisoning, or a drug overdose, SFBU encourages students to follow this policy both on and off campus. This includes seeking immediate medical assistance for themselves or another student they believe to be dangerously intoxicated or under the influence of alcohol or illegal substances.

Under this policy, students who meet all necessary criteria when seeking help for themselves or others will not face disciplinary repercussions for violating the Campus Alcohol, Marijuana, and Illegal Drugs Policy. Key actions encouraged include contacting University staff or local emergency services, which may involve voluntary examinations by University Residential Life staff, contacting EMS authorities, or arranging transportation to a hospital for further care. It is essential that medical intervention is sought promptly upon observing conditions that reasonably indicate alcohol or drug abuse.

Additionally, students are expected to remain with the person in need until medical assistance arrives and to meet with the Dean of Students within five business days following the incident to request Amnesty. This policy underscores our commitment to prioritizing student health and safety in critical situations involving alcohol or drugs.

Behavioral Intervention Team / CARE Team

The Behavioral Intervention Team (BIT) /CARE team offers nonclinical case management services to support the holistic care of all San Francisco Bay University students. Their role encompasses assessing both individual and University-wide student success and retention. They focus on reducing risks and enhancing community well-being and safety by identifying student needs, eliminating barriers, utilizing available resources, and encouraging student self-confidence and effectiveness.

BIT/CARE Team Services and Eligibility

The BIT/CARE team ensures nonclinical case management support to San Francisco Bay University students, specifically focusing on facilitating students' access to resources during transitions related to enrollment and disenrollment periods. Students who are not currently enrolled in classes are also eligible to receive services from the BIT/CARE team. This includes students on a leave of absence, those who have taken a medical withdrawal, or those who are temporarily unenrolled for other reasons.

Student Resources

Contact Information

A student may update their personal information, such as address, telephone number, etc. by using the “Update Contact Information” under the “My Requests” function. F-1 International students are required to report any change of address to the school, so the University may report it to the U.S. Citizenship and Immigration Services (USCIS).

Commencement

There is one commencement ceremony each year, although degrees may be conferred at the end of each semester. The specific date of the annual ceremony is specified in the calendar of the annual school catalog. The students invited to the annual graduation ceremony are those who have completed their degree programs in the previous summer and fall semesters as well as those who will complete their studies in the current spring semester. The conferral date of a degree, which will appear on the transcript and diploma, is the last day of the last semester when the student completed their degree program requirements.

Computer, Internet, and Computer Lab Policies

The SFBU computer networks with access to the Internet provide an extended learning resources environment for students. Students are issued a Windows and an Internet account upon their initial registration at SFBU. Each student is assigned a password for initial log-in. Students are recommended to change their password after the initial log-in.

All current SFBU students are assigned an SFBU Web e-mail account (username@mail.SFBU.edu), which can be accessed remotely. Computer network workshops are normally conducted on New Student Orientation days and in the first few weeks of each semester to familiarize the new students with the SFBU computer systems.

During the semester, the computer facility and study area are reserved for student use. All current SFBU students may utilize the University’s learning and computer facilities by presenting their SFBU student ID. All students are encouraged to make use of these facilities in pursuit of their educational goals, but they are asked to remember that computer facilities are to be used for academic purposes only. SFBU views the use of computer facilities as a privilege, not a right, and seeks to protect legitimate computer users by imposing sanctions on those who abuse the privilege.

Health Insurance

All students are required to have a health insurance plan. To ensure a safe and healthy campus environment, it is mandatory for students to follow the mandatory vaccinations and health requirements. Detailed requirements are posted on the University website.

Housing

SFBU owns several residences near campus for students. Please see “Housing” on page 43 for further information.

International Students See International Student Resources in the appendices.

Learning Resources

The SFBU campus offers the Learning Resource Center, Library, Computer Labs, Study Rooms, and the Student Success Hub to support student learning activities outside of the classroom environment.

Parking

Parking is offered on campus for free.

Printing

There is a network printer conveniently located in the Learning Resource Center that offers several essential services for students. This printer allows you to print documents, make copies, and scan files directly to your email. To access these features, you'll need to use your student ID card to release any print job. Simply swipe your card at the printer to securely retrieve your documents and use the available functions. Free printing is available in limited quantities. This is subject to change.

Reasonable Accommodations

SFBU adheres to the American with Disabilities Act (ADA) requirements and provides reasonable accommodations for students who are otherwise qualified but have disabilities. Such disabilities may include learning disabilities, health impairments, and other documented conditions. Students who wish to discuss the availability of services for people with physical disabilities or temporary disabilities, or who wish to report barrier problems, should contact the Coordinator for Disability and Accessibility Services.

Student IDs

Students will be issued an SFBU student ID upon their first term of initial enrollment. The ID will allow students to access the campus during business hours, the Student Lounge during evenings and weekends, and Library resources when needed.

Student Organizations

The purpose of student organizations is to not only foster student involvement for a common purpose, but also to encourage academic, career, personal, and/or community development. They are created to enhance student engagement, promote leadership and learning, and foster shared interests. All students have the opportunity to join any or all of the on-campus student organizations. See the Student Life webpage for more information.

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Dear International Students,

Welcome to San Francisco Bay University!

Our staff, faculty, and current students are happy to have you with us this semester. We will work with you to start your studies at San Francisco Bay University (SFBU) and help you in your transition to your new life in Silicon Valley. The SFBU family represents the multicultural environment of Silicon Valley – our faculty, staff, and students are from more than twenty countries around the world. We are certain that you will find studying in such an international community both comfortable and engaging. The SFBU administration has also been trying to integrate Western and Eastern cultures to increase understanding and communication among our faculty, staff, and students.

Our engineering and business curricula have been designed to keep pace with the fast-changing high-technology industry as well as the global business environment, and to incorporate emerging technologies and business trends in the study plans for students to choose from. This is to provide our graduates with the knowledge and skills necessary to enter the demanding high-technology and global business job market in hopes of a successful career.

The SFBU administration continues to enhance the services offered to the students. Please take full advantage of the services provided by our Learning Resource Center – the laboratories, the library and its services, the online learning resources, and other services. Please also feel free to stop by the Administration Office when you need any assistance or have any questions. We wish you pleasant and successful studies at SFBU!

Sincerely,

Ms. Jessie Dhamrait and Ms. Yan He *Designated School Officials (for signing official documents for international students)* and all other administrative staff members.

This handbook is designed to provide you with supplemental information. Please review the SFBU catalog, Student Handbook, and this handbook for relevant information.

I. Information for International Students

Please be advised that San Francisco Bay University does not provide visa services, nor does SFBU vouch for student status. SFBU is authorized under federal law to enroll non-immigrant international students. As such, the following general information is provided for informational purposes only.

Nonimmigrant Status

One of the agencies under the U.S. Department of Homeland Security is the Immigration and Customs Enforcement (ICE). ICE has two components that are involved in oversight of nonimmigrant students and schools. One is the Student and Exchange Visitor Program (SEVP), which manages the Student and Exchange Visitor Information System (SEVIS), an online software system that tracks international students' status while they study in the U.S. This is because the U.S. government believes in the need to keep track of, by thorough and continuing scrutiny, all international students before and during their stay in the United States. You must maintain good status in SEVIS to legally remain in the United States for your studies.

Documents

As for the individual international student, your passport and the accompanying documents demonstrate your legal entry and your nonimmigrant status in the United States. They include your visa and your SEVIS I-20 form. They are very important. Keep them in a safe, secure place. Keep copies in case the originals are lost. The purpose of each is described below:

Passport

You are required to always have a valid passport while in the United States.

Visa

Your visa is the stamp or sticker that was issued to you at the U.S. Embassy or Consulate to permit your entry into the United States. The visa does not have to be valid as long as you hold a valid SEVIS I-20 form while you are in the United States. In most cases, the visa must be valid for you to reenter the United States after a visit abroad. If your visa is not valid and you wish to reenter the United States, you must apply for a new visa at a U.S. Consulate abroad (See the section on Travel for more information).

Having a visa does not guarantee entry into the United States. The determination of whether or not a person will be admitted is up to the discretion of the Customs and Border Protection (CBP) officer at the port of entry.

Form I-94

Upon arrival from outside the United States, the Customs and Border Patrol Officials stamp

your passport and create an electronic I-94 at the U.S. port of entry. You can retrieve a copy of your I-94 online in the U.S. Customs and Border Protection webpage by visiting <https://www.cbp.dhs.gov/i94>.

SEVIS I-20 form

The SEVIS I-20 form is the document used to obtain the F-1 visa. It contains information about the student, the student's program, the completion date, and financial information. Student employment information is recorded on page 2 of the new SEVIS I-20 form. The SEVIS I-20 form is no longer valid once a student terminates the course of study (plus any period of authorized Optional Practical Training (OPT)).

F-1 Status Pending Approval

If you have submitted a request to the United States Citizenship and Immigration Services (USCIS) for a change of status to F-1 (student status) upon or after entering SFBU, you should remain registered as a full-time student at SFBU while waiting for the approval from the USCIS if you were holding a nonimmigrant status other than B1 or B2.

When a student with an approved change of status (to F-1 status) fails to report to the school or enroll as a full-time student, this student's SEVIS record will be terminated and the student will be out of status.

Important Rules

To maintain good status in the U.S. and in SEVIS, you are required to:

- Engage in a full course of study towards completion of the degree program listed on their I-20 form. A "full course of study" is fulfilled when a student enrolls in a full-time load of credit-bearing courses counting towards the degree program listed on that student's I-20 form. A "full-time load" is at least twelve (12) units for undergraduates and at least nine (9) units for graduate students. In SFBU's semester calendar system, an international student is allowed to take a semester break or take less than a full course of study for one term after maintaining full-time status for the prior two consecutive semesters.
- Maintain satisfactory progress in your program of study. Follow the requirements published in the SFBU catalog.
- Maintain good class attendance records. A student who fails to attend four consecutive classes for all enrolled courses in a period of attendance shall be withdrawn from all courses. A student who fails to attend a total of four classes or more may be withdrawn from the class based on the decision of the Attendance Committee. Exceptions to this rule may apply in such cases where a short-term absence or a Leave of Absence request has been approved.
- Fulfill your financial obligation every semester.
- Observe the rules and regulations of the school.
- Maintain a valid health insurance plan while you are in the United States.
- Consult with the Designated School Officials (DSO) before dropping below a full course of study for any reason.
- Report address changes to the school within 10 days of the change by using the "My

- Requests” function on the MySFBU student portal.
- Report any change in sources of financial support to the DSO.
 - Seek the approval of the DSO/USCIS before engaging in employment or practical training.
 - Report any changes in the program of study to the DSO.
 - Report any change in academic status to the DSO.
 - Notify the DSO before traveling outside the United States. The DSO’s signature and signing date are good for one year.
 - Notify the DSO upon applying for a change of nonimmigrant status.
 - Notify the DSO upon approval of an adjustment of status to an immigrant status.
 - Consult with the DSO to extend your program past the end date found on your I-20 form.
 - Notify the DSO if you intend to transfer; also, use the “My Requests” function on the MySFBU student portal to submit your transfer-out request.
 - Notify the DSO about changes in dependent status.

F-2 Dependents

Dependents (spouses and children under the age of 21) of F-1 students are eligible for an F-2 visa. F-2 nonimmigrant minors (children under the age of 18) are allowed to attend kindergarten through high school. Spouses and older children are allowed to engage in a vocational or recreational education and limited post-secondary study. The regulation does not currently define vocational or recreational, but in practice, this has been interpreted as courses taken only for pleasure that do not lead to a degree or certification.

F-2 dependents are not permitted to work [8CFR214.2 (f) (15) (i)].

Importance of Observing the Rules

As an international student, you must comply with the immigration laws and regulations of the United States. It is illegal to violate U.S. federal immigration laws and regulations for any reason whatsoever. Being a student with F-1 status, you are responsible for learning, understanding, and complying with the U.S. laws and regulations that apply to you. If you fail to do so, you could be deported from the United States and barred from returning for an extended period, thereby jeopardizing your academic career in the U.S. It is extremely important that you read and fully understand the immigration laws of the United States. The following information is a general introduction to some of the pertinent rules. To be clear, you should read and learn the immigration laws and regulations applicable to you, and, should you have any questions, consult with your immigration counsel.

Requirement to Arrive and Depart the U.S. Within Appropriate Timeframes

U.S. federal regulations [8CFR214.2(f)(5)(i)] stipulate that international students may enter the United States no earlier than 30 days before the report date on I-20 form. An F-1 student who has completed their academic program will be allowed a 60-day grace period to depart from the United States. An F-1 student who has been authorized to withdraw from classes prior to completing their academic program is allowed a 15-day grace period to depart. Students who withdraw without the prior approval of the international student advisor must

depart the U.S. immediately [8CFR214.2(f)(5)(iv)].

Requirement to Report Address Changes

U.S. federal regulations [8CFR214.2(f)(17)] require you to report any address change within 10 days of the address change directly to the international student advisor. You may do so by updating your address online via MySFBU student portal. The responsible staff will in turn update your address in your SEVIS record. Also, you are required to notify an address change of any of your dependents. If you are subject to the U.S. Government's Special Registration Procedures, you must also report an address change within 10 days to the government, per the government's instructions.

Requirement to Obtain Prior Authorization from the School to Drop Below a Full Course of Study

U.S. federal regulations [8CFR214.2(f)(6)] require you to pursue a full course of study. You are allowed to deviate from this full course of study only with PRIOR authorization of the international student advisor, and only under very limited circumstances.

Requirement to Report Departure Date and Reason

For a variety of reasons, students may leave school early or unexpectedly. Some of these reasons include early graduation, leave of absence, suspension, or expulsion. U.S. federal regulations [8CFR214.3(g)(3)] require you to inform the international student advisor if you plan to leave the school earlier than the program end date listed on your I-20 form, and your reason for doing so.

Requirement to Adhere to Program Completion Date on Your I-20 form

You must pay close attention to the program completion date indicated on your I-20 form. Your F-1 status will end on the program completion date. Your completion date may be extended for very limited reasons, such as illness. It may also be extended if you elect Optional Practical Training (OPT). If you are close to the program completion date and may have issues graduating on time, please contact an international student advisor immediately.

Requirement to Adhere to Transfer Procedures

For immigration purposes, transfer simply means that a student is leaving one school for another school. Students who wish to transfer must be in contact with two schools: the current school and the new "transfer school". Both of these schools must be authorized to enroll international students by the U.S Immigration and Naturalization Service. Transfer rules are different for transferring during the semester and upon completing a semester. To transfer, regulations [8CFR214.2(f)(8)(ii)(C)] require that you:

- Have been admitted by the transfer-in school,
- Inform your current transfer-out school as soon as possible after admission and no later than the last day of your academic program; you must provide a copy of the new acceptance letter to the DSO of your transfer-out school,
- Inform the new transfer-in school of the expected transfer date (usually the last day of your last academic program),
- The transfer-out school conducts the SEVIS record transfer to transfer the student's

- record to the transfer-in school, and
- Complete the process at the transfer-in school by a “reporting date” set by the school or no later than 15 days after the first day of classes at the school. You must enroll in the new school in the first term possible.

Careful attention to the last date of the academic program at the current school and the first day at the transfer school is very important; failure to complete the transfer process in the prescribed time frame [8CFR214.2(f)(8)(i)] will cause you to violate your immigration status.

For students transferring to San Francisco Bay University, the following document copies are required by our admissions office: Your SEVIS I-20 form from your last school, the completed Transfer Record/Letter, your passport and visa documents, and your Financial Support Document.

After your last school transfers your SEVIS record to SFBU, a new I-20 form with “Transfer Pending” status is issued to you. After you officially register with SFBU, an updated I-20 form with the status of “Continued Attendance” will be issued to you. Attach this new SEVIS I-20 form issued by SFBU to (on top of) your previous I-20 form documents and keep them safe.

School Reporting Requirements

U.S. federal regulations [8CFR214.3(g)(3)(ii)] require the international student advisor to report through SEVIS within 21 days of the occurrence of the following events:

- A student who has failed to maintain status or complete their degree program,
- A change of the student or dependent’s legal name or U.S. address,
- Any student who has graduated early or before the program end date listed on SEVIS I-20 form,
- Any disciplinary action taken by the school against the student as a result of the student being convicted of a crime; and,
- Any other notification request made by SEVIS with regard to the current status of the student.
- In addition, federal regulation [8CFR214.3(g)(3)(iii)] stipulates that every term and no later than 30 days after the deadline for registration for classes, schools must report through SEVIS the following information:
 - Whether the student has enrolled at the school, dropped below a full course of study without prior authorization of the DSO, or failed to enroll;
 - The current address of each enrolled student; and,
 - The start date of the student’s next semester.

Optional Practical Training Pending

F-1 students with a valid F-1 visa may leave and reenter the United States while approval for OPT is pending. An F-1 student with an expired visa should wait for OPT approval to travel if a valid visa is required for reentry.

The Department of State will not issue a visa to an applicant with a pending OPT application.

If any student travels abroad after receiving approval for OPT, they must carry a valid F-1 visa stamp (other than citizens of visa-exempt countries), I-20 form signed within the past six months, a valid passport, EAD (Employment Authorization Document), and a letter from their employer to reenter the U.S.

Petition Abandonment

In certain situations, students are considered to have abandoned any petitions filed with USCIS if they leave the country while they are pending. These situations include pending I-539 applications for:

- Changes of status to F-1, or from F-1 status to any other nonimmigrant status.
 - Travel is not recommended in these situations. If a student must travel while an application is pending, they may ask for a new Initial I-20 form and apply for an F-1 visa at the United States embassy or consulate, if necessary, and apply for reentry (not recommended for those awaiting approval of OPT applications). See the Travel and Reentry FAQ on the SEVP website for more information.
- An F-1 student who leaves the country while a request for transfer is pending can travel using:
 - The active I-20 form from the transfer-out school if the return date is before the transfer release date; or,
 - An initial I-20 form from the transfer-in school if the return date is after the transfer release date.

Law: International students on F-1 visas are required to file tax returns.

Notice: The U.S. government rules regarding your stay, employment, and travel are subject to change. Check the corresponding website or with an adviser (DSO) before making new academic or work plans.

Employment Policies

The immigration law restricts the employment of F-1 students. Please remember that working illegally is one of the most serious violations of the immigration laws. Consult an international student adviser before accepting any off-campus employment. There are several categories of work permitted for F-1 students. You are also advised to check the Immigration Service's website at www.immigration.gov for information. You may also find information for off-campus work authorization (see CPT and Economic Hardship below) on the MySFBU student portal under the "Student Requests" category.

On Campus

If available, on-campus work is allowed for up to 20 hours per week while school is in session. Students may work full-time on campus during annual vacations and semester breaks. However, there are very limited on-campus jobs available to the students.

Curricular Practical Training (CPT)

You can access the rules and requirements for conducting CPT off-campus via MySFBU

student portal and choose the “My Requests” function. Students who complete twelve months of full-time curricular practical training will be ineligible for optional practical training. Before you begin working, you must receive authorization and an updated I-20 form.

Optional Practical Training (OPT)

OPT of twelve months is available to F-1 students who have been granted the F-1 status and studying full-time for at least one academic year (two semesters is considered an academic year at SFBU). Employment for practical training must be in a field directly related to your major area of studies. The student is advised to apply for OPT with the USCIS **90 days before graduation** and obtain authorization in the form of an Employment Authorization Document (EAD) from the USCIS after an SFBU administrator has completed the recommendation.

A total of twelve months of full-time OPT is available during the student’s degree program. A student may become eligible for another 12 months when changing to a higher educational level. Authorization for OPT is granted by USCIS. Authorization to engage in practical training is automatically terminated when the student transfers to another school or begins another program of study. During an authorized OPT period, the student must continue to report name and address changes to SFBU. You may apply for OPT during your last semester of studies and within your 60 days grace period. The student should submit their application for OPT to the USCIS several months before the intended work starting date. The student should start this process by logging onto the MySFBU student portal to submit an OPT request to obtain an OPT I-20 form.

Extended OPT: International students who graduated with an Engineering Degree may apply for STEM OPT extension for an additional 24 months to their initial OPT. You can apply 90 days before the end date mentioned on your EAD card. You will be required to apply for the STEM OPT extension with the USCIS following a procedure similar to that for the original OPT and obtain its approval. For detailed information regarding qualifications and procedures, please check the MySFBU student portal.

Severe Economic Hardship

Severe economic hardship is another basis for employment authorization through USCIS. The student must demonstrate:

- Unforeseen circumstances exist beyond the student’s control which require off-campus employment; AND,
- Other employment opportunities (i.e. on-campus) are either unavailable, or insufficient. Employment based on Economic Hardship, if approved, is limited to 20 hours a week while school is in session (or full-time during vacation periods). (Please check with an international student advisor first to determine your eligibility). A student must have been granted the F-1 status for one academic year and pursued a full course of study for one academic year to be eligible to apply. Evidence of experiencing economic hardship is required to be submitted. Application materials are available on MySFBU student portal under the “Student Requests” category.

Travel/Re-Entry

For entry to the U.S., an F-1 student must have a valid passport, a valid F-1 visa, a valid SEVIS I-20 form signed on the second page by a Designated School Official within the last 12 months, or a new SEVIS I-20 form. If the visa is not valid, the student must apply for a visa at a U.S. consulate outside of the U.S. The consulate will want to see a valid, signed SEVIS I-20 form or a new SEVIS I-20 form. In addition, the student should have evidence of financial support and be able to present compelling evidence of strong ties to their home country and their intention to return home upon completion of studies.

Canada, Mexico, and Adjacent Islands

Regulations regarding traveling to Canada, Mexico, and adjacent islands have changed in the past year. You are advised to check the Immigration Service's website to find the latest information.

II. Living in the United States

Health Insurance

Health insurance is mandatory for all international students at San Francisco Bay University. You are required to purchase coverage under the SFBU Student Health Insurance Group Plan and pay the insurance fee at registration time.

Having health insurance is important because while medical care in the United States is readily available, the costs are very high. For more information, check the SFBU website.

Staying Healthy

Maintaining good health is a process which has physical, emotional, and spiritual dimensions. You should attend to each of these regularly to remain healthy:

- Getting enough sleep, eating well, exercising, and practicing preventive health care are all important parts of physical wellness. Paying attention to your hygiene, learning to handle stress, taking time to relax, and maintaining friendships will help to keep you emotionally healthy.
- Maintaining your values and your perspective, and for some, practicing your religion or spending time outside in nature are parts of spiritual wellness. All of these components work together to keep you healthy.
- Preventive care is one of the most important facets of wellness. This includes eating a balanced diet, exercising, wearing seat belts in a car, brushing your teeth, performing regular self-examinations, visiting the doctor regularly, practicing safe sex, and making other lifestyle choices that will keep you healthy.

Keep in mind that moving to a new place may involve many changes and that can affect your health. For example, the climate may be different from what you are accustomed to, and you may not be prepared for colder or warmer weather. In addition to these evident physical differences, you will face a period of cultural adjustment when you first arrive in the U.S. During the initial months of adjustment, you may experience several health-related effects of culture shock, which can include interruptions in your sleeping or eating patterns, depression,

stress, and loneliness. These emotional disturbances can lead to physical symptoms, including stomachaches, headaches, fatigue, heart palpitations, and altered menstrual periods.

Paying for Health Insurance

Until you pay your insurance premium, you do not have insurance coverage. Some policies also specify a waiting period before the insurance is in force. That is why it is so important to purchase insurance as soon as possible after you arrive. All insurance policies have an expiration date, by which you must pay the next premium to continue, or renew, your coverage. Renewing your insurance on time will prevent the insurance from being interrupted (called a lapse in coverage). This is important because if your insurance coverage lapses and you become ill or injured, you may not be able to receive insurance coverage even if you then pay your premium.

Social Security Card

International students who work on campus or are eligible to conduct CPT or work off-campus with a work permit authorized by the USCIS and have received a job offer may apply for a social security number at the local Social Security Administration office. The local Social Security Administration office posts its effective policies on its website. A social security number is required for entering a company's payroll and for you to start to pay taxes.

The Social Security Administration office nearest SFBU is at 3100 Mowry Ave., Fremont, CA 94538. Office hours: Monday - Friday, 9:00 AM - 4:30 PM. (800) 117-1213.

You will need to bring your valid passport, visa, SEVIS I-20 form, a school recommendation letter, and possibly a job offer letter (the last item may not be needed; check the Social Security Services website). Please make sure you inform the social security representative of your student visa status. It will take from two to three weeks to receive your social security card once you have been approved. For more information, visit the website at <http://www.ssa.gov>.

PLEASE NOTE THAT A SOCIAL SECURITY CARD DOES NOT AUTHORIZE YOU TO WORK.

Alcohol and Drugs

You must be 21 or older to consume or purchase alcoholic beverages in California. It is against state law to buy or serve alcohol to anyone under 21. In addition, laws against drunk driving are very strict. Drugs, except those that are prescribed to you by your doctor or sold at pharmacies, are illegal in the United States. Remember that you always have the right to say no to anything that makes you feel uncomfortable or puts you in a dangerous situation.

All San Francisco Bay University campuses are smoke- and tobacco-free.

California Driver's License and Identification (ID) Card Information

If you are a visitor in California over 18 and have a valid driver's license from your home state or country, you may drive in this state without getting a California driver's license as long as

your home state license remains valid. International students may use their international driver's licenses for one year in the U.S.

To apply for an original California driver's license, please visit the website of the State of California Department of Motor Vehicles (<https://www.dmv.ca.gov>).

California ID: The international driver's license is not considered an official identification document in California. A California identification (ID) card is a useful form of picture identification and has the same identification value as a California driver's license (you do not need both a California driver's license and a California ID). Renewal of this identification is completed by mail every four years. The DMV is in charge of issuing this ID.

The DMV must verify the legal presence of a nonimmigrant in the U.S. with the Citizenship and Immigration Services (USCIS). The USCIS provides the DMV with the student's immigration status, verification number, first and last name, date and country of birth, date of initial entry into the United States, and expiration date of authorized stay in the United States. The DMV advises that this process may take four to six months.

Driving in California

It may seem that everyone in the U.S. has a car, and that everyone needs one. Cars are convenient, but they are also expensive to buy and to operate, and finding a parking space can be difficult in urban areas. Thus, consider your options carefully before buying one. Maybe a bicycle would suit your needs after all! If you do decide to buy a car, be sure you are familiar with state driving and parking laws and insurance requirements. A free handbook of driving and parking laws is available from the DMV.

Buying a New Car

Not only are there many different makes (brands) of new domestic and imported cars, but each manufacturer has a wide range of sizes and models, and different car dealers usually offer different prices on the same car. After you choose a model, you must decide about "options" or special features such as engine size, automatic or standard ("stick") transmission, air conditioning, and so on. Spend time looking at different cars and models, compare basic prices and added option costs, and get advice from experienced buyers.

Buying a Used Car

Do not be in a hurry to buy. If you take your time and are careful, you have a better chance of saving money and buying a good car. Take along a friend who is knowledgeable about purchasing a car to help you evaluate its condition. If you are used to bargaining when shopping, this is an ideal time to practice the art. Used cars are less expensive than new cars, but the buyer must be willing to assume the risk of repair costs, as usually no warranties are given. The Blue Book (available at most banks or at <http://www.kbb.com>) is a good reference, giving average prices for different years and models of used cars. You should take the car to an independent garage mechanic for a thorough check before purchase. Mechanics usually charge \$50 - \$60 for this service. Check in the Yellow Pages of the telephone book for the phone numbers of local garages, or consult a search engine. Call first to inquire about rates and to make an appointment. When you complete the purchase of a

used car, be sure to get a certificate of ownership, called the "pink slip." The dealer or previous owner must note that you are the new owner on this slip, which you will need to register your car and sell your car later.

Additionally, you need a smog certification to prove that the car meets the minimum state requirement for the release of exhaust fumes into the atmosphere. The seller is responsible for providing a valid smog inspection certification at the time of sale or transfer.

Whether buying a new or used car through a dealer, compare the cost of different methods of financing. Financing may add 20 - 30% to the total price of the car.

Registration

All motor vehicles driven by people who reside in California must be registered with the California Department of Motor Vehicles (CA DMV). For more information, please visit the CA DMV website at: <https://www.dmv.ca.gov/portal/dmv>.

Insurance Coverage

Drivers of automobiles and motorcycles have a financial responsibility in case of an accident that involves injury, death, or damage to persons, property, or another vehicle. The law requires drivers to buy car insurance plans. Do not drive without insurance that fulfills the State of California legal minimum requirements.

Insurance Companies

The provision of the following information regarding specific insurance companies does not necessarily constitute or imply endorsement, recommendation, or favoring by SFBU.

American Automobile Association (AAA): Students must have resided in California for at least one year and must have had auto insurance coverage in the U.S. for at least one year. AAA offers such services as 24-hour road emergency assistance calls and free road maps of the United States. AAA offers competitive rates and can be reached at (800) 222-4357.

Farmers Insurance: The Farmers Insurance Group has two companies that issue auto insurance: Farmers for the preferred rate, and Mid-Century for the standard rate. The preferred rate requires three years or more with a California or other U.S. State driver's license, continuous liability insurance for the past six months, and a verifiable driver's license. Fees for both are based on age and the number of past accidents and moving violations. There is a 25% student discount for a full-time student with a "B" average. You must present a transcript.

State Farm Insurance: A student holding a California driver's license for three years with no tickets or accidents would normally get the preferred rate. Assigned risk policies are available and moving violations and accidents would likely affect the rates given. There is a good student discount for full-time registered students having a 3.0-grade point average or better for those with fewer than nine years of licensed driving.

Repairing Cars

The California Bureau of Automotive Repair licenses all auto repair shops in the state. This is to protect you from dishonest repairmen. The law requires that customers be provided with a written estimate of how much the repair work will cost (labor + parts) before the repair work begins, and no charge must be made unless the customer approves it and gives authorization to do the work.

- A written invoice or bill must be given to the customer, with all work and parts itemized;
- The customer must be given the used parts if they ask for them before the work has begun;
- If used or rebuilt parts are used, this must be noted on the bill; and
- No repairs may be done by a shop other than the one you are dealing with unless you are notified and you approve.

Auto firms are required to post their licenses along with a sign showing the phone number and address of the California Bureau of Automobile Repair.

Banks

Shortly after your arrival, you should deposit your money into a bank or savings and loan association. It is strongly recommended that you carry only small amounts of cash with you and that you do not keep large amounts of money in your room or apartment. Several banks near SFBU have been accepting our international students to open international accounts with them even when these students have not obtained their social security numbers. These banks are Bank of America (at the corner of Warm Springs Blvd. and Mission Blvd.), Wells Fargo Bank (between Mission Blvd. and Warren Ave.), and Fremont Bank (across from the Safeway shopping center at Warm Springs Blvd. and Mission Blvd.). The provision of the preceding information regarding specific banks does not necessarily constitute or imply endorsement, recommendation, or favoring by SFBU. When you go to these banks to open new accounts, you need to take your passport and the I-20 with you. The banks will also need your social security number once you have obtained it.

Choose a Bank to Serve Your Purposes

First, decide your banking needs. Second, compare interest rates, monthly charges, and other services offered. Third, consider the location of the bank for your convenience.

There are a variety of account types and service charges vary accordingly. Most banks will offer free checking accounts if you maintain a certain substantial balance. All banks and savings and loan associations send a monthly statement to you so that you can compare your records with the bank's records. You can carry out physical transactions from your savings or checking account at an Automatic Teller Machine (ATM), which enables you to withdraw or deposit money 24 hours a day at varied locations across the country and internationally. Your bank will issue an ATM card, which looks like a credit card, for your use. Most banks charge a handling fee of about \$3 for transactions at another bank's ATM.

Types of Bank Accounts

There are two basic types of accounts: a checking account (for payment of bills and living expenses) and a savings account (where money is infrequently withdrawn, so it can accumulate and gather interest). Some banks offer checking accounts that also earn interest.

When you open a checking account, you should order or request personalized checks that are imprinted with your name, address, and phone number. Banks often offer a limited number of checks for free, though additional checks may require a fee. Many stores and businesses, including the USCIS, require that checks have this information imprinted on them; only then will they accept the check as payment. Make sure there is enough money in the account to cover all the checks you write! If you write a check and do not have sufficient funds to cover the amount of the check(s), your account will be overdrawn, and you will have to pay a fine for the "bounced" check (usually \$20 - \$40). A check may "clear," or be cashed, against your account the same day as you write it.

Savings accounts are available at both regular commercial banks and saving and loan associations. Their special services and rates of interest vary, so it is best to compare services. Most banks now offer online banking, which you can access via their website and/or app. There, you can view your deposits, withdrawals, and interest earned on your account.

Credit cards may be available to F-1 students who have yet to establish a credit history in the U.S. Banks will require that you present your passport, I-20 form, social security number, and a utility bill to prove that you reside in California.

How to Open an Account

In general, a social security number is required to open a bank account. If you do not have one, then please use the several nearby banks listed at the beginning of this section. You will also be asked to present your passport and usually another form of identification, such as your VISA or MasterCard credit card, a California identification card, or a student ID. On New Student Orientation Day, representatives from several banks will be on hand to assist our new international students in applying for bank accounts with them.

Housing

While students are responsible for making their housing arrangements, the University does provide a limited number of student housing units, primarily University-owned condominium units within a two-mile radius of the instructional buildings. Because of the limited number of units, SFBU cannot guarantee housing. Student housing commitments are for one semester, and students are eligible to reside in student housing for a maximum of two semesters. To be eligible for student housing, a student must be a regularly enrolled, full-time SFBU student. Housing reservations are effective only after the submission of a housing application and SFBU's receipt of the required rent and deposit. For important housing-related deadlines, please visit: <https://www.sfbu.edu/student-life/housing>.

Non-University housing in the immediate area is available in the form of house and apartment

rentals, but students should note that local housing is highly competitive. SFBU advises students living outside of University housing to begin their housing search as early as possible to find suitable accommodations. Students may contact the SFBU housing office at housing@sfbu.edu for questions related to on or off-campus housing.

Students living in university-owned housing agree to abide by all applicable federal, state, county, city, and/or local laws and ordinances, university rules and regulations, the University Housing Contract, Housing Policies, and HOA rules, and to respect the rights, the privileges, and the property of other members of the university community and visitors to the campus. Students must be familiar with the housing policies and guidelines, and consult with the Housing and Residence Life Staff if you have any questions. It is the responsibility of all students to educate themselves on the policies and to abide by the standards set in place to create a positive, safe, and comfortable living community.

Please refer to SFBU Housing Policies and Procedures available through the Housing Office for further details.

Utilities and Services

Before you move into your non-University apartment, you may need to make arrangements to have the utilities turned on. Contact the Pacific Gas & Electric Company at (800) 743-5000 at least one full day before you want the gas and electricity to be turned on. You may also need to call the Water Department to have the water turned on.

Telephone Service

If you wish to have landline telephone service in your apartment, you will need to make arrangements with a telephone service provider.

III. Culture Shock

Every person who leaves their own culture to live in a foreign culture at first will experience disorientation, confusion, loneliness, and anxiety. These feelings are part of what is known as "culture shock." For most people, adjustment to a new culture, or true bi-culturalism, takes place in three stages:

Honeymoon Stage

Feelings of excitement, anticipation, curiosity, and confidence outweigh the initial feelings of loneliness and disorientation. The practical "business" of getting started in your new life and adjusting to the new language and system keeps negative feelings suppressed.

Disillusionment

During this stage, you will realize that not only are U.S. customs different from your own society, but the values are also different. This realization often causes greater feelings of disorientation, loss of self-confidence, irritation, and depression. Most people become very critical of their host country and perhaps question their decision to leave their home.

In the United States, the following values are often in conflict with foreign visitors' values:

Importance of the Individual

This value leads to a strong sense of privacy, both in space and time. New foreign students can be confused and feel closed out from their lives. The U.S. academic system reflects this in that students are expected to compete among each other. This pride in independence and individualism can lead to behavior that is viewed as quite egotistical and insensitive by people from societies that value community higher than individualism.

Friendship

North American society is very mobile; few people are born, live and die in the same place. Making friends quickly (but often superficially) is a survival skill in the U.S.

Time

People in Silicon Valley lead very hectic, structured lives. Even their leisure time is scheduled and filled with activities. Punctuality is highly valued.

Lack of Knowledge about Other Countries

Some may feel that Americans have no need to be knowledgeable about the rest of the world because the United States is a superpower.

Acceptable Behavior in Public

North Americans' hectic schedule "requires" them to do things considered ill-mannered in other, more traditional societies. For example, many people in the U.S. eat while walking or driving in a car. Public displays of affection, particularly between young people, are common.

Classroom Expectations

In the United States, professors are often more casual and friendly with their students than in more conservative societies. Many expect students to engage in intellectual conversation with them, as well as with other students. On the other hand, it is extremely rude if any student talks or uses electronic gadgets without being asked by the instructor. Most United States professors do not hesitate to admit that they may not know the answer to a specific question that a student raises. In the United States culture, honesty is the policy.

Bi-culturalism

Finally, you have adjusted. You face each day more relaxed, self-confident, and happy. You are able to view the United States culture more objectively and not feel threatened by the conflicting values.

To get to that point as quickly as possible, here is some advice:

- Be patient.
- Expect to experience the stages of culture shock.
- Don't try to "become American"; be yourself.
- Be direct with people. Ask for assistance.
- Take the initiative in making friends.
- Speak out in class. Even if your English isn't perfect, your thoughts will be valued.

IV. Designated School Officials

The principal/designated school officials (filed with the Department of Homeland Security) at San Francisco Bay University are:

Ms. Jessie Dhamrait

Ms. Yan He

International Student Services

iss@sfbu.edu

Each of the above staff members can sign your I-20 form form when needed. Ms. Jessie Dhamrait and Ms. Yan He handle most activities concerning international students.

Appendix B: USEFUL INFORMATION

The provision of the following information does not necessarily constitute or imply endorsement, recommendation, or favoring by San Francisco Bay University.

Department of Motor Vehicles (DMV)

Fremont Office:
4287 Central Avenue
Fremont, CA 94536
(800) 777-0133

Emergency Telephone Numbers in Fremont

Police, Fire, Ambulance (24 hours): 9-1-1
Suicide Prevention (24 hours): (510) 794-5211
Poison Control Center (24 hours): (800) 222-1222

Hospitals – for Emergencies Only

Washington Hospital:
2000 Mowry Avenue
Fremont, CA 94538
(510) 797-1111

Washington Hospital Urgent Care:
Washington West Building 2nd Floor
Fremont, CA 94538
(510) 791-2273
Hours: Open daily, 8 AM - 8 PM

Clinics – for Non-Emergencies

Washington Township Medical Foundation -
Warm Springs Clinic (in the Safeway shopping center):
46690 Mohave Dr. at Mission Blvd.
Fremont, CA 94539
(510) 248-1065
Hours: Monday - Friday, 8 AM - 6 PM

Immigration and Naturalization Services (USCIS)

National Customer Service Center: (800) 375-5283

San Francisco Office:
444 Washington Street
San Francisco, CA 94111
Hours: Monday - Friday, 8 AM - 6 PM

San Jose Office:
1450 Coleman Avenue
Santa Clara, CA 95050
Hours: Monday - Friday, 8 AM - 6 PM

Telephone Services (AT&T)

Technical Support: (800) 310-2355
Hours: Monday - Friday, 8 AM - 5:30 PM

To report problems with your existing phone: Dial 6-1-1

Pacific Gas and Electric Co. (PG&E)

Emergency and Customer Service (24 hours):
(800) 743-5000 (English)
(800) 893-9555 (Chinese)
(800) 660-6789 (Spanish)
(800) 298-8438 (Vietnamese)

Social Security Administration Offices

Fremont Office:
3100 Mowry Avenue
Fremont, CA 94538
(510) 797-5354
Hours: Monday - Friday, 9 AM - 4:30 PM

Hayward Office:
24301 Southland Drive
Hayward, CA 94545
(510) 783-7046
Hours: Monday - Friday, 9 AM - 3 PM

Post Offices in Fremont

Warm Springs Station:
240 Francisco Lane (behind Safeway on Mission Blvd.)
(510) 656-7869
Hours: Monday - Friday, 9 AM - 5 PM

Main Post Office:
37010 Dusterberry Way (on Thornton Avenue)
(510) 792-0282
Hours: Monday - Friday, 8:30 AM - 5:00 PM; Saturday, 9 AM - 4 PM

Irvington Station:
41041 Trimboli Way (on Bay Street)
Fremont, CA 94538
(510) 651-0233
Hours: Monday - Friday, 9 AM - 5 PM; Saturday, 8:45 AM - 2:00 PM

Mission San Jose Station:
43456 Ellsworth Street (on Anza Street)
(510) 656-7851
Hours: Monday - Friday, 9 AM - 5 PM

Niles Station:
160 J Street (on Niles Blvd.)
(510) 793-0291
Hours: Monday - Friday, 9 AM - 1 PM, 2 PM - 5 PM

Public Transportation

AC Transit (East Bay)

SFBU (Warm Springs Blvd.) is on the AC Transit-Fremont area bus routes. Bus stops for bus routes #217, #239, and #623 are near the SFBU campus.

Valley Transit Authority (South Bay)

VTA is the transit system for Santa Clara County (South Bay). Day passes may be purchased from your bus operator; no transfers are given. Fares for regular services also apply to Light Rail and Limited Stop service (route numbers in 300s). Regular day passes and monthly flash passes are valid for regular fare credit towards Express fares (e.g. an adult with a regular Flash Pass pays an additional amount to get on an Express bus). Regular day passes may be purchased when boarding an Express bus, with payment of the Express upgrade (e.g. an adult regular day pass can be purchased on an Express bus for an additional amount).

The following items are valid as full-fare on regular service, or can be used as regular fare credit towards Express fares and day passes:

- AC Transfer or Monthly Pass
- BART Transfer (Fremont BART Only)
- Caltrain Monthly pass (Valid for at least two zones)
- Caltrain Monthly pass with Peninsula Pass sticker
- DB Transfer or Monthly Pass
- SamTrans Monthly Pass

Ticket books and monthly passes for VTA can be purchased at the following locations:

- In Milpitas:
 - Lucky
1350 South Park Victoria Drive and Landess Avenue
(408) 262-6727
 - Safeway
555 Calaveras Blvd.
(408) 262-9850

Bay Area Rapid Transit (BART)

The Warm Springs BART station is about a 10-minute bus ride northbound from SFBU. BART will take riders to various destinations around the San Francisco Bay Area. For fares, schedules, and destinations, please check the BART website at www.bart.gov.



SAN FRANCISCO BAY
UNIVERSITY