



The  
**University** of the  
**Incarnate Word**

International Student & Scholar Service's Office

أهلاً وسهلاً

歡迎光臨

Willkommen

Tervetuloa

Bem-vindo

Bienvenue

환영합니다

ようこそ

Bienvenido

Welkom

Hoş geldin

Willkommen

Ласкаво просимо

WELCOME

Bem-vindo

환영합니다

Bienvenue

Welkom

Bienvenido

Hoş geldin

Tervetuloa

أهلاً وسهلاً

ようこそ

# WE ARE SO GLAD YOU ARE HERE

In these first days during orientation, you will receive an overwhelming amount of information. Don't worry! You will find many answers to your questions in this handbook. Do not hesitate to ask us if you have any questions or concerns.



# WHAT TO DO WHEN YOU FIRST ARRIVE

## ☐ HOUSING

Most likely you will have made arrangements for your housing. If not, stop by the Campus Life Office at the Student Engagement Center to find out the availability of a room in the residence halls. The Residence Life Staff will make every effort to assign you to a room. Please be prepared to sign a contract for your room. The contract is valid for the entire academic year, which is the Fall and Spring semesters of the school year. Summer housing is available under a separate contract. All students who live on campus are required to purchase a meal plan. Exchange students are required to live on campus since it is part of their exchange program.

## ☐ ID CARD

Each student who attends UIW is required to obtain and keep in his or her possession a university Identification Card (ID Card). With your arrival package, you received a temporary ID card. Your permanent card will be issued by the Campus Life Office located at the Student Engagement Center. During orientation you will receive information on when you should pick up your permanent ID card. The card will operate as your campus ID, meal card, residence hall access card and library card. To recharge or add more money to your ID simply visit the Business Office. Student ID replacements are \$15. After each semester the money left unused in the ID will be lost.

## ☐ ORIENTATION

Please make sure to attend all sessions of the International Student Orientation. It is mandatory for all students (regardless of status as undergraduate, master's or doctoral student) to attend those sessions. A "hold" will be put on the records of students who do not attend orientation. This means that you will not be able to register for classes while this "hold" is in effect. During Orientation, it will be necessary for you to bring your passport, visa, I-20 (or DS-2019) and I-94 to the office of International Student & Scholar Services for us to make copies. You will be told when to bring these documents. We are required by law to keep these documents on file.

## ☐ LANGUAGE REQUIREMENTS

All students whose first language is not English or did not submit an appropriate TOEFL score application will be administered an English Language Assessment Test. If the scores do not meet UIW standards the student needs to enroll in the UNAM program at his/her own cost. International students, including Sister School Exchange Students, are required to pay for the UNAM program since this is not UIW tuition, but is rather, a fee charged by the UNAM Language Center. For further information, please visit their website at <http://unamsa.edu/>.

## □ ACADEMIC ADVISING

When given your class schedule, if you are faced with any questions, contact the Advising Office located at the Student Engagement Center Room 3120 phone: 210.805.5814. Later, you will periodically meet with staff members of the Academic Advising Office that is located in the Student Engagement Center, and eventually you will be assigned to your permanent Academic Advisor. Master's and Doctoral students will receive separate advising instructions from their respective Advisors.

## □ PURCHASE TEXTBOOKS

The cost of books is now covered within your tuition fees, eliminating the need for any additional purchases. Your instructor will handle the process of book procurement, and they may be in either digital or physical format.

In the event that you have physical books to collect, you will receive an email from CUSTPMERSERVICE@EFOLLET.COM. On the other hand, if your books are digital, an email from dontreply@redshelf.com (Brytewave) will provide you with all the necessary instructions for accessing them Online or retrieving physical copies.

You are allowed to retain the physical books you receive, except in cases where you decide to withdraw from a class within the specified add/drop period.

## □ TX ID/DRIVERS LICENSE

We suggest you apply for a Texas ID card or driver license so that you can use it as personal identification instead of your passport. (Please keep your passport in a safe place). Take the following documents to the Texas Department of Transportation.

- Passport
- Visa or Immigration documentation indicating this status and your Form I-20 or DS-2019
- I-94
- Application for DL or Texas ID
- Social Security Card or Social Security Affidavit form if you do not have a SSN
- Verification of Enrollment and Attendance in the form of a letter from the UIW Registrar's Office located in the Administration Building
- Texas vehicle registration and liability insurance (if you already have a car)
- Proof of Texas residency of at least 30 days unless surrendering out of state license

The cost will be \$25 for either an ID or drivers license. If you do not have a Social Security Card you will be required to sign an affidavit certifying this fact prior to the issuance of a driver license. The nearest location is: 1258 Babcock Road, San Antonio, TX 78201.

## □ OPEN A BANK ACCOUNT

The nearest banks to campus are Wells Fargo Bank, Bank of America, Chase and BB&T Bank. It will be very useful to have a bank account near the university. When you apply to open a bank account, you will be asked for a Social Security Number. Please take your passport and I-20 / DS-2019 with you. Then, please find a bank of your preference. During our Orientation, the opportunity to open a bank account with Wells Fargo Bank, Bank of America, BB&T Bank and Chase Bank will be given.

# HEALTH INSURANCE AND EMERGENCY INFORMATION

All International students are required to participate in the student accident and sickness insurance plan, regardless of existing personal coverage. The school insurance protects students 24 hours a day, whether at home, in school or while traveling worldwide. The insurance is also available for dependents. This coverage is in effect during the interim vacation periods. Participation in intercollegiate athletics is not covered. Brochures that describe student health insurance cost and coverage details are available from the Office of Health Services or the Business Office. Please Note: Insurance is automatically assessed against the student's account.

You will receive a emergency card when you arrive from ISSS.

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**TO SEEK MEDICAL ATTENTION ON CAMPUS**, please visit the Office of UIW Health Services

P 210.829.6017 | Monday - Friday 8am - 5pm

Located adjacent to the Agnese/Sosa Parking Garage, entrance across from the Nursing Building marked by a red awning above the entrance. No appointments are necessary. Students are seen on a walk-in basis.

**FOR AN EMERGENCY**, call 911 and Campus Police at 210.829.6030

Once on the scene, Campus Police will determine what additional level of medical support is required and will assist in directing Emergency Medical Services to the specific location. Campus Police may contact Health Services to assist with first aid pending the 911 response. Students may be charged for ambulance fees not covered by insurance.

**IF IT IS NOT AN EMERGENCY**, call Health Services at 210.829.6017 or go to Health Services, located at the first floor of the Agnese/Sosa Parking Garage across from the rear entrance to the Nursing Building.

If you have questions about your health insurance plan please contact insurance representative, Paul Fischer, at [paul@psihealthplans.com](mailto:paul@psihealthplans.com).

To view all services provided by UIW Health Services or to find out more information about health insurance, immunizations, and hospital information, please visit <http://www.uiw.edu/health/>.

# UIW TECHNOLOGY

1. Go to [www.uiw.edu](http://www.uiw.edu)
2. Select Cardinal Apps at top right-hand of web page
3. Log in

USERNAME: is derived from your Cardinal email address  
example username@student.uiwtx.edu

PASSWORD: student ID # (only if it is your first time logging in)

Now you can access Cardinal Mail, Blackboard & Bannerweb without having to log in.

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## Cardinal Apps

Cardinal Apps allows you to sign on to key online resources, including Cardinal Mail (student email service), Canva, Bannerweb, etc. all from one place. You will also have access to calendars, UIW news and events and social networking applications. Use Cardinal Apps to reset your password securely using questions and answers you create.

Please note, when you reset your password through the portal, you will also be resetting your password for your desktop computer, Cardinal Mail and Canva because these all use the same UIW ID. If you have trouble logging in, please send a message to [helpdesk@uiwtx.edu](mailto:helpdesk@uiwtx.edu).

## Canva

Canva is a tool that allows faculty to add resources for students to access online. Powerpoint, Captivate, Video, Audio, Animation and other applications are created outside of Blackboard and added into Blackboard courses for students to access. You will also be able to check your grades and access important assignments, as well as the class syllabus.

## CARDINAL EMAIL

All students are provided an email address after admission to UIW. Your username was sent to you in the admission letter sent by the dean. The UIW Cardinal email is university's official email system. You must use Cardinal Mail as long as you are a student at UIW. Since faculty and staff are not allowed to use personal email addresses to contact students, we advise that you regularly check your student email account as faculty and the International Student & Scholar Services will contact you primarily through this service.

## BANNERWEB

The self-service website [bannerweb.uiwtx.edu](http://bannerweb.uiwtx.edu), which can also be accessed through Cardinal Apps, is designed to allow students to check their student status, access their UIW transcript, check financial aid and make necessary changes to their personal information. In addition to other features, students are able to register for classes once they have spoken to their academic advisors.

# BUSINESS OFFICE

## PAYMENTS

UIW accepts cash, personal checks, traveler's checks, money orders, ACH electronic transfers, and credit cards for payment of tuition and fees. Credit card payments are accepted through a secured website or over the telephone 210.829.6043 Option 5).

Payments sent via mail should be sent to: University of the Incarnate Word, Attn: Business Office, 4301 Broadway CPO#291, San Antonio, TX 78209.

All checks must include the student's name, account number and specific term to insure proper credit to account. If you make payments in person, always ask for a receipt.

## PAYMENT POLICY

Registration for an academic term is not complete until full payment for the current and/or prior terms has been made. Students who have not met their total financial obligations to the university may not be permitted to enroll for a subsequent academic term and the current registration is subject to cancellation.

Withdrawal without proper notice entails failure in all courses for the semester and the student is held liable for the full payment of tuition, fees and other charges. Students must pay their financial obligation to the university to have diplomas and transcripts released. In addition, if payment is not paid in full, students may be prohibited from participating in the graduation ceremony.

The student agrees to assume liability for any debt occurred during his/her attendance at the university. In the event of a delinquency or default, the student will pay all reasonable costs of collection including but not limited to attorney fees and necessary court costs.

## ACCOUNT STATEMENTS AND DISPUTES

The university will send each student a statement of the student account on a monthly basis. The statement will serve as a full accounting of the student's account activity for the period. Each student must review the statement promptly and notify the Business Office immediately at the telephone number or address provided on the statement of any error or omissions in the statement. If any student does not receive a statement when it is due, the student should notify the Business Office promptly. Any student must report any disputed items to the Business Office within 60 days after the disputed items appear on the student's statement. If the student fails to report a disputed item, he/she may not claim any liability on the part of the university in connection with the University's handling of the item (items) in dispute.

Before the university will consider making a refund or credit to the student because of a claimed discrepancy, the student must give the university a written statement containing any reasonable information the university may require (i.e., name, social security number, term and discrepancy).



## INSUFFICIENT FUND AND RETURNED ITEMS

When the bank, for whatever reason, returns a payment, a \$50 insufficient fund charge is assessed to your account. The student is given ten days from the date of notice to make full payment by cash, money order or cashier's check. Once the student has submitted to UIW any checks which are returned by the bank for non payment, the university reserves the right not to accept any personal checks from the student for future payments. Returned checks not paid will be submitted by UIW to an outside collection agency for collection of the funds in question directly from you.

## PAYMENT POLICY

All vehicles parked on campus must be registered with the Business Office. In order to park on campus, students must register their vehicle and pay a parking fee that entitles them to obtain and display a parking permit. Vehicle registration and purchasing a parking permit can be done at the Business Office or online through the MyWord portal under Cardinal Cars. Students who order parking permits online must pick them up at the Business Office. Lost or stolen parking permits can be replaced at the Business Office. The fee for a replacement permit is the full charge for the respective semester. Incarnate Word High School and St. Anthony Catholic High School decals are valid parking credentials at the university.

Parking regulations will be strictly enforced. Violators will be ticketed and charged. A repeat violation will result in the towing of the vehicle at the owner's expense. The university will not be responsible for vehicles parked on the campus, nor for damages thereto. The university assumes no responsibility for the condition of, or cost for retrieval of, any vehicles towed due to parking violations.

The following records must be presented to the Business Office to secure your parking permit:

- A valid driver's license;
- A copy of your vehicle registration (i.e., renewal of license plates)

The following applies for individuals with a disability placard:

- Present your original letter issued by the state or your disability placard (decal);
- A valid driver's license;
- A copy of your vehicle registration.

These students must still register their vehicle and pick up a UIW Disability Decal at the Business Office.

# IMMIGRATION RULES AND REQUIREMENTS

## MAINTAINING A LEGAL STATUS

First of all, please carefully read all the instructions on your Immigration Document (Form I-20 / DS-2019).

### KEEP YOUR PASSPORT VALID

Your passport must be valid for at least six months when you enter into the U.S. This applies, of course, for every reentry as well. You must be in possession of a valid passport at all times during your stay in the United States.

### MAINTAIN FULL-TIME ENROLLMENT AND NORMAL FULL-TIME PROGRESS TOWARD YOUR DEGREE

The measure of “normal progress” is the rate at which the average full-time student in our university advances toward his or her degree objective. Working to complete courses or projects designated as “incomplete” from previous semesters is not maintaining normal progress.

- Undergraduates must enroll for a minimum of 12 semester hours.
- Graduate students must enroll in 6 semester hours.
- Doctoral students must enroll in 6 semester hours unless they finished their course work and are working on their dissertation. In this case the minimum is 9 dissertation writing credit hours to graduate. The first 12 credit hours is equal to 3 hours per semester. Afterwards dissertation writing is 1 hour per semester.

If for any reason you want to add or drop a class or you want to change your major, you must see the International Student Advisor first, since this fact needs to be entered in SEVIS.

### ACCEPT NO EMPLOYMENT OF ANY KIND

(this includes any kind of internships, paid or unpaid)

Either off or on campus, without written permission from the International Student Advisor or in certain cases even from the United States Citizenship and Immigration Services (USCIS).

Beginning to work without proper authorization is considered as one of the most serious violations of immigration regulations. As a consequence, the student in violation of this rule will be terminated in SEVIS without possibility for reinstatement. The student will have to leave the United States immediately.

### BE SURE YOU MEET ELIGIBILITY CRITERIA BEFORE YOU TRANSFER SCHOOLS IN THE UNITED STATES

If you want to change schools, please check with your International Student Advisor before you apply for admission to another university.

### OBTAIN EXTENSIONS, AS NEEDED, OF YOUR PERMISSION TO STAY IN THE U.S

If you are not able to finish your studies in the time stated on your Immigration Document (Form I-20 or DS-2019), see your International Student Advisor for extensions at least 45 days before the expiration date.

## ONCE YOU HAVE COMPLETED YOUR STUDIES

You must leave the United States or change to another immigration status within the appropriate time allowed. For F-1 students, the time allowed is 60 days (30 days for exchange students on a J-1 visa). However, if you did not complete your course of studies and were authorized by the DSO to withdraw from classes, you must depart within 15 days. Students who failed to maintain status are not eligible for an additional period and must leave the U.S. immediately.

## ADDRESS CHANGES

International Students are required by Law to report any change of address. This is done by informing the International Student & Scholar Services office within 10 days of moving. Simply email your name, previous and new address with phone number(s) to [intl@uiwtx.edu](mailto:intl@uiwtx.edu). The International Student Advisor will enter your change of address in SEVIS. This provision applies to all students, also to those on Optional Practical Training (OPT). It is the students' responsibility to report any change of address also to the Registrar's Office as long as they are enrolled at UIW.

## OPT AND CPT

Optional Practical Training (OPT) and Curricular Practical Training (CPT) are not discussed in this handbook. However, international students, under specific conditions and after having attended a university for at least an academic year, can participate in practical training. For more information, make an appointment with an International Student Advisor.

Please keep in regular contact with the International Student and Scholar Services and check UIW email daily. You can access current information through Blackboard at [blackboard.uiwtx.edu](http://blackboard.uiwtx.edu).

# AMERICAN LIFE

When people try to describe Americans, they are often referring to the behaviors, values and the ideas of the Anglo middle class. Since historically people in this class have held the predominant positions and have exerted the greatest amount of influence on the prominent ideas of society. Not all Americans are Anglo or middle class, nor do they necessarily agree with Anglo middle class values, but these values are widely evident in the U.S. To help you better understand the behavior you may observe in the United States, some characteristics of American culture are described below. Remember that not everyone in this culture will display these traits.

## INDIVIDUALISM

Americans generally believe that people should strive to be self-reliant. Most Americans see themselves as separate individuals, more than members of a nation, family or community. They dislike being dependent on other people or having others dependent on them. Some people from other countries view this attitude as "self-centeredness," others may view it as a healthy freedom from constraints imposed by family or social class. Social and cultural factors may be viewed simply as barriers that need to be overcome in order for them to get ahead. A result of this attitude is the competitiveness of American life. Achievement is a dominant motivation in American life.

## TIME ORIENTATION

Americans place considerable value on punctuality. Because they tend to organize their activities by means of schedules, their pace of life may seem very hectic. Being on time is regarded as very important and in the U.S. most people make an effort to arrive on time. Different types of activities have different conventions. One should arrive at the specified time for meals, and for appointments with professors, doctors and other professionals. If you are unable to keep an appointment, it is expected that you inform the other party that you will be late or unable to arrive. Americans use a personal calendar to write down their daily appointments and important activities. This helps them stay organized and remember their daily plans. Therefore, it is advisable for you to have one and write down daily appointments and other important activities.

## CLASSROOM ENVIRONMENT

In the U.S. classrooms, two-way communication is highly valued. The students are an active part of the classroom activity. Sometimes, you may see students speaking aloud without raising their hands to have permission to speak. In some countries the classroom is teacher-centered where dialogue between students and teachers is minimal. While many students possess a cell phone, students are expected to turn their cell phones off during class, and no texting is allowed.

## PREJUDICE

There exists in all societies, people with rigid, preconceived notions about other people, ideas or customs different from their own; the U.S. is no exception. One of the most serious of these attitudes is racial prejudice, or racism. Many international students coming to the

U.S. are shocked to find racism in many places and situations. Even though they may not read about cases of racism in the U.S., they are still dismayed when they personally experience it. Most Americans recognize that racial prejudice is a problem in this country, and attempts toward changing this attitude are in progress.

Another prejudice attitude concerns sexual orientation. Sexual prejudice remains widespread in the U. S. However, negative attitudes toward the lesbian and gay community have become more accepting in recent decades. San Antonio is a rather progressive city in which many cultures and individuals are welcomed. As such, some incoming international students are surprised to experience the openly expressive nature of different cultures and lifestyles.

Part of the UIW Mission is to empower diverse individuals to live, learn and grow in a nurturing environment. UIW "welcomes to its community persons of diverse backgrounds, in the belief that their respectful interaction advances the discovery of truth, mutual understanding, self-realization and the common good." It is your duty as international students to not only enrich others of your native culture and experiences, but to understand the cultures of your peers.

## RESIDENCE HALL

Your American residence hall mates may be busy getting their own things done and they value independence. Sometimes, you may observe things that are not appropriate for your culture. If it bothers you, speak with Resident Advisor or someone you trust who is familiar with the American culture. You can also contact Counseling Services in the Administration Building, Suite 438, or (210) 832-5656. The staff are friendly and experienced with such issues.

## ROLES OF WOMEN

There is a strong feminist movement in the U.S. which aims to ensure that all women have responsibilities and opportunities equal to that of men. Although there are still many aspects of society in which women have not yet achieved this equality, women play a fairly public and visible role in this country and have more responsibility and authority than they do in some other countries. At the same time, you might find that the dress and behavior of American women are quite different from those in your own country. Some male international students have difficulty in adjusting to circumstances in which a woman is in a position of authority. They must be sensitive to this difference in women's roles. What some people consider the "proper" role for women is considered by others to reflect sexism or male chauvinism.

## PROGRAMS

Try to be aware of what is going on campus at all times. Write the dates of events in your calendar ahead of time and plan to attend as many as you can. This would help you to integrate into the campus community and feel more comfortable in your new environment. It certainly would be interesting if you bring to campus some cultural and traditional things that are easy to bring with you. We encourage you to prepare yourself to use every opportunity to introduce your culture and your values to UIW.



## SAN ANTONIO, TX

### ENTERTAINMENT

San Antonio is the seventh largest city in the United States with just over 1.3 million in population. Famous for Spanish missions, the Alamo, the River Walk, the Tower of the Americas, the Alamo Bowl, Marriage Island and host to SeaWorld and Six Flags Fiesta Texas theme parks, the city is visited by approximately 26 million tourists per year according to the San Antonio Convention and Visitors Bureau. The city is home to the five time NBA champion San Antonio Spurs and the annual San Antonio Stock Show & Rodeo, one of the largest in the country.

### TRANSPORTATION

If you need to travel to or from another part of the city, consider using the bus system, called VIA. VIA Metropolitan Transit is the public bus service that is designed to get riders where they need to go quickly and easily. You may purchase semester passes or pick up half price cards in the Campus Life Office by showing your UIW ID Card. This makes bus travel much less expensive than taking a taxi, for example. If you are unsure of what bus or route to take to your destination, you can go to [viainfo.net](http://viainfo.net). VIA will select the best itinerary for you so you can print it out.

# DIRECTORY

International Student  
and Scholar Services  
Int'l Conference Center  
ICC #200

(210) 805-5705

Director: Jose F. Martinez, Jr.  
Asst. Director: Sheena M. Connell  
Advisor: Danielle Vogel

International Admissions &  
Recruitment Office

Int'l Conference Center  
ICC #100

(210) 805-5707

Asst. Director: Amy C. DeStefano

Sponsored Student & Exchange  
Coordinator Office

Int'l Conference Center

ICC #F112

(210) 805-3051

MaKailey Jonas

UNAM- San Antonio- English  
Language Services 600 Hemisfair  
Plaza Way San Antonio, TX 78205

(210) 222-8626

Admissions Office

Administration Bldg. Suite 21

(210) 829-6005

(800) 749-WORD

Dean: Heather Rodriguez

Business Office

Administration Bldg.

Room #109

(210) 829-6043

Registrar's Office

3V\_ [ [efdf[a` Bldg.

Room #129

(210) 829-6006

Writing S` V Learning Center/  
Tutoring Services Assistance  
Center

Student Engagement Center

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Advising Center (Undergraduate)

Student 7 YSYW\_ Wf Center

Daa\_ ` %#\$"

(210) 805-5814

Director: Sonia Jasso

Campus Police Department  
>aTTk aX5^W\_ Wf: S^(210)

829-6030

Chief: Roberf Chavez

J.E. & L.E. Mabee Library

Library Building

(210) 829-3836

Dean: Cheryl Anderson

Post Office

Student 7 YSYW\_ Wf Center

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(210) 829-3963

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Health Services

(210) 829-6017

Medical Director: Connie

Jedynak-Bell

Campus Ministry

Administration Bldg. Room #147

(210) 829-6000 Director: Beth

Villarreal

UIW Bookstore

Student Engagement Center

(210) 829-6056

Manager: Anne Richards

Campus Dining

Student Engagement Center

(210) 232-2149

Manager: Murat Bora

Campus Life

Student Engagement Center

(210) 829-3817

Dean: Renee Thurston Moore

Residence Life/Housing

Student Engagement Center 3510

(210) 829-6034

Director: Diane Sanchez

Athletic Complex

A.P. McDermott Convocation  
Center

(210) 829-2722

Director: Brian Wickstrom



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[intl@uiwtx.edu](mailto:intl@uiwtx.edu)