



THE AMERICAN UNIVERSITY

INTERNATIONAL STUDENT ORIENTATION HANDBOOK

American University
International Student
& Scholar Services
410 Butler Pavilion
202-885-3350

Welcome to American University!



The ISSS team is excited to welcome you to the American University in Washington, DC! ISSS builds on the American University's traditions of valuing diversity and a global outlook by promoting international student and scholar mobility and serving as a resource for intercultural initiatives to the university community. To learn more about the history of the ISSS office at AU and meet the team, please visit:

<https://www.american.edu/student-affairs/news/world-to-au.cfm>



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About International Student and Scholar Services

International Student & Scholar Services offers a wide range of services for international students, including immigration advising, information sessions, and social events. Until further notice, all services offered by the ISSS are offered in a virtual format.

Ways to connect to the ISSS Team:

1. Virtual One-on-One Appointments:
<https://isssau.youcanbook.me/>. Appointments are currently done via Zoom, or by phone (U.S. phone only).

There are several ways to connect with ISSS & the international community on AU's campus.

Go to the ISSS home page:

<https://www.american.edu/student-affairs/isss/>

Connect with ISSS on Social Media:

1. "Like" ISSS on [Facebook](#)
2. Follow ISSS on [Instagram](#)
3. Follow ISSS on [Twitter](#)
4. Join [AU's International LinkedIn group](#) to connect with your international alumni network

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Immigration

Glossary

I-20 (F-1 Students)

A form issued to accepted nonimmigrant students from their Student and Exchange Visitor Program-certified school that is required in order to pay their I-901 Student and Exchange Visitor Information System fee, apply for a visa, enter the United States, apply for benefits, and use for employment authorization or travel.

DS-2019 (J-1 Exchange Visitors)

The Form DS-2019 or "Certificate of Eligibility for Exchange Visitor (J-1) Status" is the basic document used in the administration of the exchange visitor program. This form permits a prospective exchange visitor to seek an interview at a U.S. embassy or consulate in order to obtain a J visa to enter the United States.

I-94

An electronic Department of Homeland Security form issued to all nonimmigrants upon entry to the United States that is evidence of their admission and is used to document legal status in the United States, including length of stay.

Duration of status

D/S means you may remain in the United States so long as you maintain your nonimmigrant student status.

Practical Training: CPT (Curricular Practical Training) and OPT (Optional Practical Training)

Please visit our website for the most up to date regulations on CPT and OPT, as well as other employment opportunities: <https://www.american.edu/student-affairs/iss/employment.cfm>

These definitions were adapted from
<https://studyinthestates.dhs.gov/students>,
a Department of Homeland Security Website and the American University ISSS
website.

F-1 and J-1 Visa Rules and Regulations

Below is a summary of the immigration responsibilities for F-1 and J-1 students. If you do not fulfill any one of these responsibilities, you may jeopardize your eligibility for immigration benefits, including employment on- or off- campus.

1. Maintain Valid Immigration Documents:

- ✔ Keep your passport valid at all times.
- ✔ Visa: F-1 and J-1 students can stay in the U.S. with an expired visa. Visas are only used to enter the U.S. However, if an F-1 or J-1 student travels outside the U.S. with an expired visa, the visa must be renewed abroad before re-entering the U.S.
- ✔ I-94 Entry Record: Each time F-1 or J-1 students travel and re-enter the U.S., they must retrieve and save a PDF copy of their electronic I-94.
- ✔ I-20/DS-2019: F-1 and J-1 students must always keep a valid I-20 or DS-2019.

2. Enroll for and successfully complete a full course of study each semester.

The following are the minimum credit hour requirements for F-1 and J-1 students to maintain full time enrollment each semester:

Level of Study Total Credits per Semester

Undergraduate degree or certificate	12 credits
Graduate or Graduate Certificate	9 credits
Master of Business Administration	9 credits
Master of Laws (LLM)	8 credits
Juris Doctor Degree (JD)	12 credits
Doctor of Juridical Science (SJD)	8 credits

Satisfactory Academic Progress Minimum GPA (Undergraduate - GPA 2.0; Graduate - GPA 3.0; LLM - GPA 2.0; SJD - GPA 3.0)

3. Update changes to Address and Contact Information within 10 days through iEagle (ieagle.american.edu).

4. Maintain Health Insurance Coverage for the entire period of the program.

Please see AU Health Insurance page for more information:

<https://www.american.edu/aucentral/about-student-health-insurance-plan.cfm>

4. Obtain Required Authorizations:

Log into iEagle (ieagle.american.edu) for:

- Travel Signature
- Employment Authorization (Always obtain Employment Authorization before you begin working!)

Immigration Registration

As an F-1/J-1 student, you are required to formally report to ISSS, upon your arrival in the U.S. Please update your immigration information online upon your arrival.

- Log on to **iEagle** (ieagle.american.edu) using your **AU ID username and password**.

New Students

Click on **“New Student”** after logging in through the link above to complete the Immigration Registration e-form after you have entered the United States.

Current Students entering the U.S. for the first time

Click on **“Current Student”** after logging in through the link above to complete the Immigration Registration e-form after you have entered the United States.

Travel to the U.S.

Documents needed for International Travel:

- Valid I-20 or DS-2019
- Valid F-1 or J-1 Visa
- Valid Passport (at least six months at the time of entry to the U.S.)
- SEVIS I-901 Payment Confirmation
- Financial Documents dated within the past three months to cover at least one full academic year
- Proof of course enrollment
- ISSS contact Information

For additional information, please visit:

<https://www.american.edu/student-affairs/iss/travel-and-re-entry.cfm>

You cannot enter the U.S. more than 30 days before the start date of your program.



iEagle Portal

iEagle.american.edu

iEagle is the portal for international students at the American University. It is used to request everything from a travel letter/signature to a new I-20 to OPT.

After you are admitted to the American University, you will have access to iEagle. You will use this to submit documents throughout your time at the American University. Please take some time to familiarize yourself with the portal.

Here is the home page for current students:

- Home
- Change of Academic Level
- Current Student
- Insurance and Finances
- International Office
- J-1 Scholar and Student Intern
- New Student
- Optional Practical Training (OPT)

iEagle Services Home Page

Welcome to International Student and Scholar Services' Online Forms

New students: Please use the New Student menu to complete the Immigration Registration eform after you have entered the United States.

Current Students: Please use the Current Student menu to complete Immigration Check-in every semester, request on-campus employment or CPT authorization, update your passport or visa expiration dates, and request to add an F-2 or J-2 dependent.

J-1 Scholars & J-1 Student Interns: Please use the J-1 Scholar & Intern menu to submit eforms.

Immigration Registration

Once you arrive in the U.S., you will need to complete immigration registration.

By using iEagle, you can easily submit the required documents and your new address in the U.S. Please see below the required steps for immigration registration, through iEagle.

STEP 1: Before you enter the US —

- REQUIRED [Immigration Documents Video](#)
- REQUIRED [Entry to the US Video](#)
- REQUIRED [Immigration Responsibilities Video](#)

STEP 2: After you entered the US —

- REQUIRED [Academic Enrollment and Emergency Contact](#)
- REQUIRED [Address Update](#)
- NOT YET AVAILABLE [Immigration Registration](#)

Employment: F-1 Visa Holders

On-Campus Employment

As a **full-time F-1 student**, you can work up to **20 hours per week** during the academic year, and an unlimited number of hours per week during vacation periods as long as you work on campus and you **maintain good academic standing**. To start an on-campus job and obtain a Social Security Number, you need to take the following steps:

1. Find employment on campus.
2. Have your employer process the hiring online.
3. Receive work authorization from ISSS. To apply for work authorization, please submit the "On-Campus Work Authorization Request" on [iEagle](#).
4. Go to the Human Resources/Payroll Office to complete hiring and tax forms.
5. Make an appointment on-line to see the HR foreign tax specialist by logging on to myau.american.edu.
6. Go to ISSS to endorse the employment social security letter and get advice on applying for a Social Security Number.
7. Go to the Social Security Office to apply for a Social Security card.
8. **Reminder - you must receive approval every semester to work on campus. You cannot legally work without authorization from ISSS.**

Off-Campus Employment

Please visit the ISSS website for detailed off-campus employment information:

<https://www.american.edu/student-affairs/iss/employment.cfm>



Employment: J-1 Visa Holders

***If AU issued your DS-2019**

On-campus employment

J-1 visa holders are eligible for part-time on-campus work during the school year (full-time during vacation periods), with permission of the Responsible Officer. Please contact the Responsible Officer listed on your DS-2019 to learn more about work authorization.

Off-campus employment

Academic Training is an employment authorization. It can be used during or after your academic program. To apply, you need approval from your J-1 Responsible Officer.

Post-Completion Academic Training:

- Academic Training following the completion of your program of study must involve paid employment.
- You must obtain a written offer of appropriate employment and a letter from your department and present this paperwork to your J-1 Responsible Officer.
- While you are on post-completion academic training, if you travel outside the US, you will need a travel signature on your DS-2019 before departure.

Social Security Card

A Social Security Card is required for anyone to be paid in the United States. As an F-1 or J-1 international student, you can only be issued a Social Security Number (SSN) if you have legal paid employment in the United States (such as an on-campus job).

For Social Security Office information, call 1-800- 772-1213 or visit <http://www.ssa.gov>.

Taxes

Taxes for the previous year is generally due in mid-April. This affects every F-1 and J-1 international student or scholar who was in the U.S. in that tax year, even if you did not work.

You are responsible for filing state as well as federal taxes, based on the state where you live. If you lived in more than one state in one year, you will need to file tax forms for each state. Please visit: <https://www.american.edu/student-affairs/iss/taxes.cfm> for more information!

Academics: Essential Terms and Definitions

Academic Advisor

An academic advisor is a staff member in your school or department who will help you plan your academic program. You need to consult with your academic advisor before you register for classes each semester.

Academic Calendar

Students can keep track of key dates and different activities on campus throughout the academic semester and year. The calendars can be accessed through these links;

Main campus academic calendar:

<https://www.american.edu/provost/registrar/academic-calendar.cfm#nav6206595>

WCL academic calendar:

<https://www.wcl.american.edu/academics/academicservices/registrar/current-students/academic-calendar/>

Academic Probation

Students are placed on academic probation when they do not maintain the minimum required Grade Point Average (GPA), which is at least 3.0 for most graduates and 2.0 for undergraduates.

Add/Drop

After registering, students may add or drop classes by filling out an Add/Drop Registration Change Form and submitting it to the Registrar's Office, or online through the myau.american.edu portal. Such changes must be made within the appropriate deadlines, which are published in the Schedule of Classes and in the Academic Calendar.

Core Requirements

Compulsory courses required for completion of the degree.

Credits

Units that institutions use to record the completion of courses of instruction (with passing or higher grades) that are required for an academic degree.

Dismissal

A student can be prohibited from continuing at AU under certain circumstances, such as failure to maintain an adequate GPA, failure to meet financial obligations, or for disciplinary reasons. Once dismissed, a student cannot enroll for one calendar year. A student on an F-1 or J-1 visa is not authorized to remain in the U.S. after being dismissed.

Academics: Essential Terms and Definitions

Electives

Courses that students may “elect” or choose to take for credit toward their intended degree, as distinguished from courses that they are required to take.

GPA

GPA is the acronym for Grade Point Average, which is the average of all the grades you received in your program.

Major

The subject or area of studies in which a student concentrates. Undergraduates often choose a major after exploring different subjects during their first two years.

Syllabus

An outline of topics to be covered in an academic course, and generally includes the class objectives, assignments, assignment due dates, and how the course grade will be determined.

Transcript

A transcript is a permanent record of your grades which is kept in the Registrar’s Office. You can request either an official or unofficial transcript for a small fee.

Withdrawal

The administrative procedure of dropping a course or leaving an institution.

Freshman

A first-year student at high school, college, or university.

Sophomore

A second-year student at a high school, college, or university.

Junior

A third-year student at a high school, college, or university.

Senior

A fourth-year student at a high school, college, or university.

Academic Overview

Academic Integrity:

Academic integrity essentially means “intellectual honesty:” honesty in the use of information, in formulating arguments, and in other activities related to the pursuit of knowledge and understanding. Academic dishonesty has very serious consequences, such as a grade “F” for the course, a notation indicating an academic integrity violation on your permanent academic record, and even dismissal from the university.

Please visit: <http://www.american.edu/academics/integrity> for more information.

Course Enrollment:

First-Time Student Course Enrollment:

You have most likely completed course enrollment for your first semester before arriving at AU. If not, please contact your academic advisor immediately to begin this process.

The Credit System

Students at U.S. universities complete their degrees when they have accumulated a certain number of “credits.” It usually takes somewhere between 120 and 180 credits to earn a Bachelor’s degree, between 30 and 42 credits to earn a Master’s Degree, and about 72 credits to earn a Doctorate degree.

Degree Courses

The individual courses that make up the degree program can be divided into the following types:

- Core Courses
- Major Courses
- Minor Courses
- Electives

Grading System

Grade Point Average (GPA)

A cumulative grade point average is the GPA for all courses taken throughout the degree program. To work out your GPA, take the numerical value assigned to the letter grade you achieve for each course:

A = 4 points, A- = 3.67 points, B+ = 3.3 points, B = 3.0 points, B- = 2.67 points, C+ = 2.33 points, C = 2.0 points, C- = 1.67 points, and D = 1.0 point, then multiply this number by the number of credits each course is worth. Finally, add these numbers together and divide by the total number of credits for all courses. You can see your GPA under "Academics" on your myAU portal.

Pass/Fail Grading Options

A grade of Pass indicates performance of no less than a 2.00 ("C") on a conventional grading scale. Pass/Fail grades are not calculated in the GPA.

Undergraduate students: Students may select the Pass/Fail option for no more than four courses after admission to the university. In any given semester, students may select the Pass/Fail option in only one course. For more information, please visit: <https://www.american.edu/provost/undergrad/undergrad-rules-and-regulations.cfm>.

Graduate students, unless approved by the associate dean, must earn a letter-grade for a course unless that course is only offered pass/fail or SP/UP. For more information, please visit: <https://www.american.edu/provost/ogps/graduate-studies/2020-graduate-academic-regulations.cfm>.

Grades and Transcripts

U.S. universities employ a system of continual assessment and assign grades for each course taken.

The following is a general percentage/letter grade scale for classes taken at U.S. colleges and universities, although the percentages may differ from college to college and from professor to professor and school to school:

100 – 90% = **A**

79 – 70% = **C**

Below 59% = **F**

89 – 80% = **B**

69 – 60% = **D**

myAU Portal (Student Portal)

The student portal integrates crucial information on academics and technology support for students at AU. To access the portal, you must create an EagleNet user ID. You can do so by clicking on "Create Your Account" at the center of the page:

<https://myau.american.edu>. Some useful links on the myAU portal include: Academics, Life@AU, Finances, and Technology.

Learning Management Systems

Canvas

What is Canvas? Canvas provides intuitive design, a modern interface, and enhanced communication tools to deliver engaging and high-quality learning experiences for students.

How do I use Canvas?

We recommend checking [this overview video](#)

(<https://community.canvaslms.com/docs/DOC-18585-getting-started-with-canvas-as-a-student>) to learn more about Canvas. Learn how to use Canvas, set your notification preferences, use the Canvas Student app, navigate the dashboard, and access and submit assignments.

Canvas Support

Still unsure about how to use Canvas? Use the Help menu located at the bottom of Global Navigation after you [log in](#) to Canvas (<https://american.instructure.com>). Please also visit the global [Canvas community website](#) (<https://community.canvaslms.com/>) for how-to guides and tutorials. The Canvas support section has a detailed list of FAQs, including how to access your Canvas courses with the Canvas Student and Canvas Teacher mobile apps.

For Technical Support, please visit: https://help.american.edu/lss?id=lss_canvas_stu

If you need additional support, visit the [Quick Start Knowledge Base](#) for detailed instructions on the features of Canvas (<https://community.canvaslms.com/docs/DOC-18574-getting-started-with-canvas-as-a-student>).

COVID-19 Canvas Resources: <https://community.canvaslms.com/t5/COVID-Resources/gh-p/contingency>

Campus Resources

Library Resources and Writing Support

The University Library (also known as Bender Library) supports students' research through a vast array of services and collections. The library's web site provides access to internet subject guides, citation formats, information for contacting a librarian, etc.

Website: <http://www.american.edu/library>

Mathematics and Statistics Tutoring Lab

The Mathematics & Statistics Tutoring Lab provides virtual tutoring to students in the following courses:

- Basic Algebra
- Applied Calculus
- Finite Mathematics
- Calculus Finite Mathematics: Elementary Models Basic Statistics Pre-calculus

Website: www.american.edu/cas/mathstat/tutoring.cfm

Internships

Internships vary from unpaid service to work for pay and may be either full- or part-time positions. Interns work with businesses, in labs, with different levels of government, and with arts, community, social and international organizations. You can find guidelines on how and where to find an internship, and links to the regulations of the different academic departments on the AU Career Service website:

www.american.edu/careercenter/

Academic Support and Access Center Services

The Academic Support and Access Center (ASAC) supports the academic development and educational goals of all AU students and is committed to promoting access for individuals with disabilities within the university's diverse community.

ASAC Learning Resources

- Individual instruction in time management, reading and note taking strategies, and exam preparation
- Writing Lab appointments
- Free peer tutoring

Academic support appointments are all virtual and can be scheduled online. For the Tutoring Lab, Writing Center, and Quantitative Support, visit:

<https://american.mywconline.net/>

Campus Resources

ASAC Learning Resources (cont.)

For Academic Coaching visit: <https://auacademiccoaching.youcanbook.me/>.

Students in courses with Supplemental Instruction (SI) will receive information from their SI Leaders about how to access services via Blackboard Collaborate. For more information, visit: www.american.edu/ocl/asac/.

Center for Language Exploration, Acquisition & Research (CLEAR)

A multimedia facility created to support the study of foreign languages and cultures through the use of advanced audio, video, film, computer, and satellite telecommunication technologies.

During fall and spring semesters, CLEAR administers university-wide Tool of Research (TOR) language examinations for master's and PhD candidates. CLEAR also provides personal tutoring by language instructors, graduate assistants, and native speakers to university language students. Website: <http://www.american.edu/cas/clear/index.cfm>

The Career Center

The Career Center offers career advising; internship and job search preparation; self-assessment instruments and interpretations; a career resource library and computer lab; online postings of internships and part-time and full-time jobs; graduate school advising; preparation and advising for merit awards and fellowships; employer panels; job fairs; on-campus recruiting; résumé referral; and alumni career networking.

Website: <http://www.american.edu/careercenter>

Center for Diversity and Inclusion

The mission for the CDI is to enhance LGBTQ, multicultural, first generation, and women's experiences on campus. The Center's vision is to create an American University where people of all identities & experiences are understood, appreciated, and fully included in the community and where equitable treatment and outcomes prevail. Connect with CDI: <https://www.american.edu/ocl/cdi/connect.cfm> or visit their website: <https://www.american.edu/ocl/cdi/>.

Student Conduct and Conflict Resolution Services

If you're involved with an alleged violation of the Student Conduct Code, the Student Conduct staff will facilitate administrative and organizational support to resolve the issue. To schedule a meeting, please contact conduct@american.edu or visit <https://www.american.edu/student-affairs/index.cfm>

Campus Resources

Kay Spiritual Life Center

Kay Spiritual Life Center is an interfaith house of worship and home to a rich array of faith communities, cultural and educational programs, student organizations, feasts, festivals, circles of prayer, and activism. Website: <http://www.american.edu/ocl/kay>

Disability Support Services

The Disability Support Services office works to ensure that persons with temporary or permanent disabilities have an equal opportunity to participate in and enjoy the benefits of the university's programs, services, and activities. Website:

<https://www.american.edu/provost/academic-access/index.cfm>

Americans with Disabilities Act (ADA)

Discrimination based on disability is prohibited by university policy and local and federal laws, including the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 and its Amendments Act of 2008. The university is committed to providing equal educational opportunities for qualified individuals with disabilities. As an international student, you are protected under the ADA. Please visit:

<https://educationusa.state.gov/resources-students-disabilities> for more resources.

One Card

The One Card is many things in one: your university ID, your way to access campus facilities, and a convenient way to dine on campus and use many other services.

You'll show or swipe the One Card to enter your residence hall or office, use a meal plan, check out books at Bender Library, do laundry, print papers, make copies, use the fitness center, and access a range of services. If you load it with EagleBucks, you can even use it many off-campus restaurants and businesses around DC.

How to Get a One Card

You'll get your One Card once you are granted status as a student, staff, or faculty member. More information can be found:

<https://www.american.edu/ocl/onecarddining/get-one-card.cfm>

Health

Student Health Center

The AU Student Health Center provides primary care medical services and health education and wellness programming to AU students. When you need medical attention, whether for a routine exam, allergy injection, or an urgent medical problem, call 202-885-3380 or stop by during operating hours to schedule an appointment.

Patient Appointments:

McCabe Building, 4400 Massachusetts Avenue NW Washington, DC, 20016

Hours of operation are currently Monday-Friday, 8 am - 5:00 pm.

Website: <https://www.american.edu/student-affairs/healthcenter/>

AU Student Health Insurance

At AU, **medical insurance is mandatory for all full-time degree students, resident students, and international students on F-1 or J-1 visas.** Enrollment in the university-sponsored Student Health Insurance Plan is automatic and billed to a student account unless the student submits a waiver that identifies alternate and comparable coverage. More information and the current insurance rate can be found on the Student Health Insurance website:

<https://www.american.edu/aucentral/about-student-health-insurance-plan.cfm>



Health

The Center for Well-Being Programs and Psychological Services

The Center for Well-Being Programs and Psychological Services offers individual counseling (primarily for crisis intervention, assessment, short-term support, and referrals to private mental health care); psychotherapy and discussion groups; workshops and presentations; consultation and outreach; and self-help and web resources. The counseling staff is composed of psychologists, social workers, and graduate and postgraduate trainees. Counseling is confidential, in accordance with ethical and legal standards. There is no charge for services. Website:

<https://www.american.edu/student-affairs/counseling/>

Medical Emergencies

If you are feeling under the weather use our free 24/7 line. Call 833-381-8545 for professional medical advice at any time. Available to all AU students.

In case of Emergencies: If the Health Center is closed, you can do one of the following things. If you live on campus in a university residence hall, contact Public Safety at 202-885-3636 to coordinate transportation to the emergency room. If you live off campus, have a friend drive you or call a cab or ambulance to the nearest emergency room. You can also call 911.



COVID-19 Resources

COVID-19 Announcements:

COVID-19 Information can be found on the Office of Campus Life's website and is updated frequently:

<https://www.american.edu/ocl/healthcenter/covid-19-help-information.cfm>

COVID-19 Testing Options

Testing is available for students on campus for the Spring 2023 semester. Please find out more information on testing for the Spring 2023 semester here:

<https://www.american.edu/ocl/healthcenter/covid-19-help-information.cfm>

Psychiatry During the COVID-19 Pandemic

All psychiatric appointments are now being conducted via telepsychiatry. This service is only available for students who are physically located in Washington, DC, as our psychiatrist and psychiatric nurse practitioner are not licensed to offer telepsychiatry to students who reside outside of DC.

For psychiatry appointments, please call: 202-885-3565 or email Psychiatry@american.edu (Please provide your First Name, Last Name, Date of Birth, and AUID Number).

Please visit their website for more information:

<https://www.american.edu/ocl/healthcenter/>

Other Resources

Groceries

There are a number of grocery stores close to AU. At many grocery stores in the U.S., you can also get medicines and other non-grocery items. You are also able to get limited groceries on-campus at the Eagles Nest. The closest grocery stores to campus are:

Giant Food

3336 Wisconsin Ave NW, Washington, DC 20016

Target

4500 Wisconsin Ave NW, Washington, DC 20016

Whole Foods

2323 Wisconsin Ave NW, Washington, DC 20007

Many grocery stores and pharmacies have free memberships and offer coupons and discounts to their members.

Pharmacies

The closest pharmacy to campus is Walgreens on New Mexico Ave. You can get vaccines, fill prescriptions, and buy some groceries at pharmacies in the U.S. Some pharmacies, like the CVS at 2226 Wisconsin Ave NW, have Minute Clinics in them, which are ideal for non-life threatening medical concerns.

Places to Eat on Campus

Mary Graydon Center

AU offers many dining options for students and opening hours may vary depending on the locations and time of the year.

Find a place to eat on campus and check today's dining hours:

<https://dineoncampus.com/au>



Finance and Banking

Opening a bank account

Checking accounts are convenient for paying ordinary bills and for shopping. To open a checking account, go to the “New Accounts” department at the bank you have chosen. You will need to bring your passport, visa, and proof of residence (such as your lease). A bank officer will help you to open an account by explaining the different kinds of accounts available and the costs and services of each one.

Using a Check

You may need to use checks to pay bills and in order to set up direct deposit. When you first open a bank account, you will have to wait for your permanent checks to be issued. In the meantime, the bank will provide you with temporary Starter Checks. Your permanent checks are usually mailed to you at a later date. Starter Checks do not have your name and address printed on the top, so some businesses may be reluctant to accept them.

Transferring Money to the U.S. from Overseas

International students may wire (i.e. transfer) money to their bank account in the U.S. from a bank account overseas. The money is available as soon as the U.S. bank receives it, but it may take up to a week for the home country bank to send the transfer. The cost is approximately \$10. If you want to wire money:

1. Call a wire service and request that your money be sent to the main branch of your bank.
2. Instruct the main branch to send the money to your local branch.
3. Instruct the bank to “Pay Upon Proper Identification” and give your name as the recipient.
4. Collect your money at the bank with proper identification after your arrival.

Direct Deposit

When you work on campus, AU’s Payroll office will deposit your bi-weekly payment directly into your bank account. Please follow these simple steps to sign-up for direct deposit on-line:

1. Go to myAU Portal at myau.american.edu
2. Click on Work@AU
3. Click on HR/Payroll Online
4. Click on Payroll
5. Click on Change Direct Deposit
6. Follow the instructions

Finance

EagleBucks

EagleBucks is a no-fee, prepaid convenience account that is accessed via the AU ID card and can be used to pay for goods and services at various on- and off-campus retailers, residence hall laundry machines, Bender Library and WCL copiers and laser printers, and select university services. For more information, visit:

<https://www.american.edu/student-affairs/onecarddining/eaglebucks.cfm>

An EagleBucks account is activated when the student deposits funds into their account at the office of Student Accounts; Housing and Dining Programs office; EagleBucks Value Stations at different locations on campus (Mary Graydon Center, 1st floor and Bender Library, lower level by the Copy Center); or on-line under Finances. Find out details on how you can utilize your Eaglebucks with Grubhub.

Mail

The following examples illustrate how the mail you receive or send out should be addressed in order to ensure and expedite its delivery.

Sending mail to an on-campus address:

[Student Name]
The American University
[Student Residence Hall], [Room Number]
4400 Massachusetts Ave., NW
Washington, DC 20016-81XX*
USA

Sending mail to a Post Office box:

[Student Name]
Route 187, Box 22
Washington, DC 20016
USA

Fitness at AU

AU has many fitness facilities for students and if you are enrolled in classes, you can activate your membership to RecFit (<https://www.american.edu/recfit/>). This will allow you access to the fitness and aquatics center and the different fitness/sports programs on campus!



Transportation

Getting a U.S. Driver's License

At the DC Department of Motor Vehicles, you must provide the DMV official with the following original documents (no photocopies!):

- Unexpired foreign passport with unexpired nonimmigrant visa issued for six or more months,
- I-94 reflecting duration of stay
- Valid I-20
- Social Security Card with your name, signature, and Social Security Number (SSN)
- If you do not have an SSN, a letter from ISSS or the Social Security Administration stating why you are not eligible for the SSN
- Unexpired lease or rental agreement with your name listed as the lessee or renter
- Utility bill with your name and current DC address, issued within the last 60 days
- DC property tax bill
- Unexpired homeowner's insurance policy with your name and current DC address
- A foreign driver's license, or an out-of-state driver's license. If you do not have a foreign or out-of-state driver's license: an unexpired DC learner's permit and the successful completion of the skills road test

Driving in Washington can be difficult, especially because parking spaces are hard to find. Parking garages and lots often cost over \$3.25 per hour and as much as \$20.00 a day. Metered parking, which takes coins, is sometimes available, but usually only for an hour or two. Many streets have parking restrictions during rush hour, which usually lasts from 7:00 a.m. to 9:30 a.m. and from 4:00 p.m. to 6:30 p.m. If you park in a space which is restricted, you could get a parking ticket and your car could be towed. To pay for metered parking through an app use: <https://parkmobile.io/>

Getting Around DC

All of DC and many areas of Maryland and Virginia are accessible by Metro trains, or Metrorail, and buses. To get directions on how to get from one address to another via the Metro system, go to the WMATA (Washington Metropolitan Area Transit Authority) website at www.wmata.com.

Students will be able to utilize the **UPass** system using a personal SmarTrip card, provided by WMATA and AU. It provides unlimited rides throughout the semester on Metrorail and Metrobus (including express and airport shuttle buses). The program extends to all full-time undergraduate, graduate, and law students. Cards will be available for pick-up at the beginning of the semester. After that, the Office of Parking and Commuter Services will handle replacement requests and late pick-ups. Website: <https://www.american.edu/finance/transportation/upass.cfm>

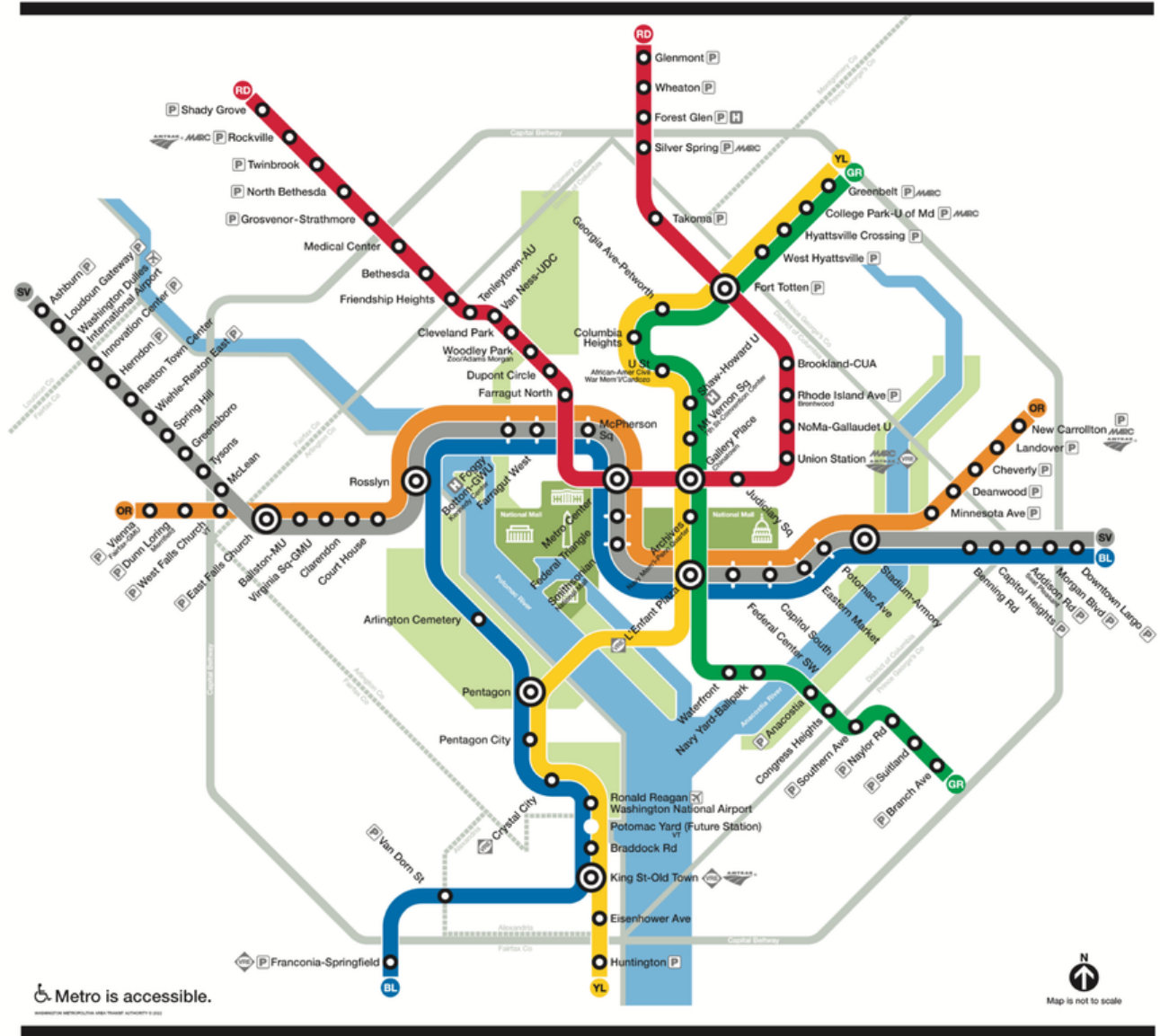
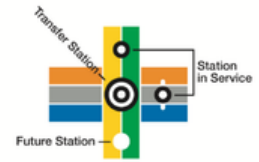
DC Metro Map



wmata.com
 Information: 202-637-7000 | TTY: 202-962-2033
 Metro Transit Police: 202-962-2121 | Text: MYMTPD (696873)

- Legend**
- **RD** Red Line • Glenmont / Shady Grove
 - **OR** Orange Line • New Carrollton / Vienna
 - **BL** Blue Line • Franconia-Springfield / Downtown Largo
 - **GR** Green Line • Branch Ave / Greenbelt
 - **YL** Yellow Line • Huntington / Greenbelt
 - **SV** Silver Line • Ashburn / Downtown Largo

- Station Features**
- P Parking
 - H Hospital
 - A Airport
- Connecting Rail Systems**
- Amtrak
 - Arlington MetroRail
 - Metrolink



- No Smoking
- No Eating or Drinking
- No Animals (except service animals)
- No Audio (without earphones)
- No Littering or Spitting
- No Dangerous or Flammable Items

Visit <https://www.wmata.com/> to learn more about services in DC, including buses and metro services.

TENLEYTOWN

Know your neighborhood!

Tenleytown is a small neighborhood right next to AU and it is one of the oldest communities in the District of Columbia, second only to Georgetown. It used to be a rural village, now it's home to many local businesses and reasonable restaurants. Exploring the neighborhood is easy--Hop on the AU shuttle from campus, get off at Tenleytown Metro and walk along Wisconsin Avenue.

Restaurants

1. Yosaku, Japanese \$\$
2. Steak n' Egg, All-day breakfast \$
3. Satay Club, Thai & Malaysian \$
4. Seoul Spice, Korean \$
5. District Taco, Mexican \$
6. Bandit Taco, Tacos \$
7. Guapo's, Mexican \$\$
8. Chick-fil-A, Fried Chicken \$
9. Panera, Sandwich/Coffee \$
10. Masala Art, Indian \$\$
11. Z Burger, Hamburgers \$
12. Chipotle Mexican Grill \$
13. CAVA, Build your own Mediterranean \$
14. Nando's Peri-Peri, South African \$\$

Shops

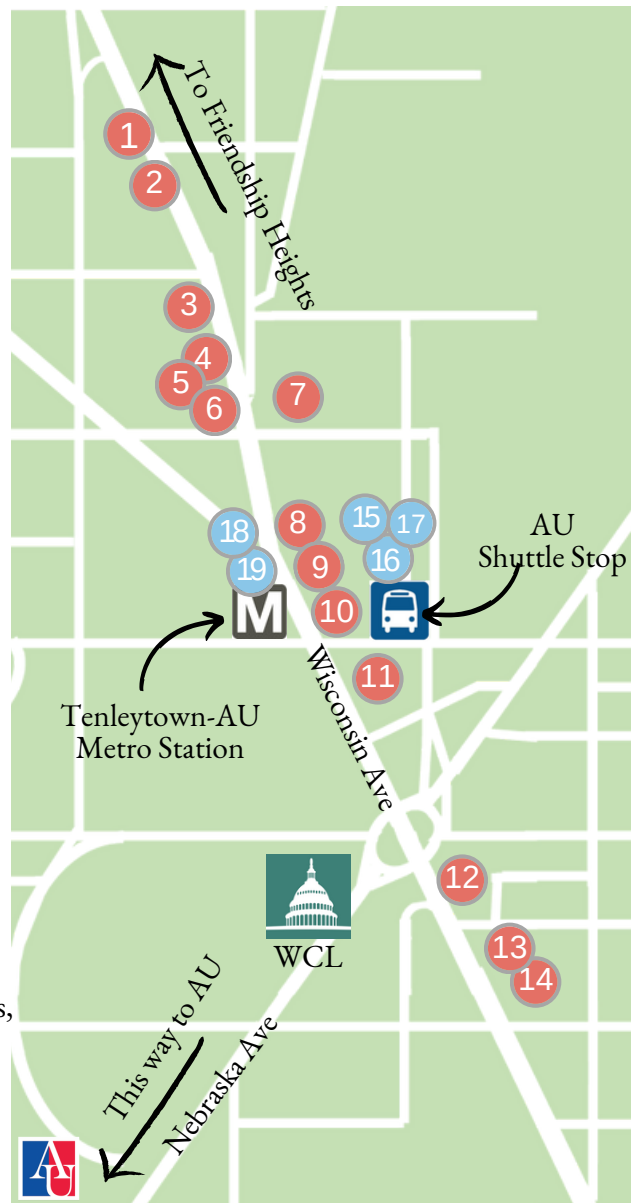
15. CVS: Pharmacy
16. Whole Foods: Grocery
17. WAWA: Quick stop grocery
18. Container Store
19. Target: one stop shop for home goods, clothing, electronics

Bank

Required Documents to open account:

- o Passport with visa
- o AU ID Card
- o Valid U.S. phone number
- o Valid U.S. address
- o Enrollment Verification

Tenleytown is home to multiple banking options! Contact the bank ahead of visiting to make sure you meet eligibility requirements for opening an account.



Tenleytown Main Street collaborates with local businesses to provide events and discounts to the AU and local community. Check out their website or download the Tenleytown Main Street smart phone app to see this week's events or deals!
tenleytownmainstreet.org



Use your smart phone to snap the code!


[Need a cellphone?](#)


DC:

- [Georgetown Apple Store](#)


Near the Friendship Heights Metro Station:


- [AT&T](#) Friendship Heights is one
- [T-Mobile](#) metro stop north of
- [Verizon](#) Tenleytown-AU

Georgetown  BUS: 30N, 30S, 31, 33 from Tenleytown
 Prime neighborhood with a location right on the Potomac River. Offers kayaking as well as great views from the Georgetown Waterfront Park.

U Street / Shaw  BUS: 96 from Tenleytown
 The Shaw neighborhood is a lively corridor with great restaurants and live music venues. Ben's Chili Bowl is a must-visit hot dog eatery!

OTHER NEIGHBORHOODS

DuPont Circle  Metro: Red Line from Tenleytown
 This area offers a variety of fast casual restaurants for hanging out as well as great architecture. There are also many embassies nearby worth touring.

Adams Morgan (AdMo)  BUS: 96 from Tenleytown
 Metro: Red Line and 15 min walk
 If you have a craving for international cuisine, Adams Morgan is the spot for you. AdMo has got you covered with pretty much every food option imaginable.



AU Resources & Essentials



Dean of Students

Location: 408 Butler Pavilion

Phone: 202-885-3300

<https://www.american.edu/ocl/dos/>

The Office of Dean of Students supports students to promote their growth and development.



Writing Center

Location: Bender Library Commons

Phone: 202-885-2991

<https://www.american.edu/provost/academic-access/writing-center.cfm>

"Students prepare papers, we prepare students." Writing Center offers 45-minute free consultations.



Academic Support & Access Center (ASAC)

Location: Mary Graydon Center 243

Phone: 202-885-3360

<https://www.american.edu/provost/academic-access/>

ASAC supports the academic development and education goals of all students at AU.



University Library

Phone: 202-885-3232

<https://www.american.edu/library/>

University Library enables education and research success by offering various services to the AU community.



Center for Well-Being Programs and Psychological Services (The Well-Being Center)

For Psychological Services:

Location: Mary Graydon Center 214

Phone: 202-885-3500

For Well-Being Programs:

Location: Hughes Hall 105

Phone: 202-885-3276

<https://www.american.edu/ocl/counseling/>

The Well-Being Center provides the full range of psychological and well-being services to improve student access to the wellness resources they need to thrive at AU.



One Card & Dining Services

Location: Mary Graydon Center 123

Phone: 202-885-2273

<https://www.american.edu/ocl/onecarddining/>

This office supports American University's Meal Plan Administration, One Card production & basic access, and university vending contracts.



Housing & Residence Life

Location: Anderson Hall

Phone: 202-885-3370

<https://www.american.edu/ocl/housing/>

Creating meaningful student experiences in the residence halls and on-campus while encouraging students to learn and grow together in community.



AU Central

Location: Asbury 201

Phone: 202-885-8000

<https://www.american.edu/aucentral/>

AU Central brings together the front-line services related to student accounts, registration, and Veterans Services.



University Police

Location: Don Myers Building

Phone: 202-885-2527

Campus Emergency Call: 202-885-3636

<https://www.american.edu/police/>

University Police is committed to providing a safe environment for all AU community members.



U Pass

Location: Don Myers Building (Lower Level)

Contact: upass@american.edu

<https://www.american.edu/finance/transportation/upass.cfm>

U Pass is a convenient and affordable metro pass for AU students to travel around DC, Maryland, and Virginia during Fall and Spring semesters.

U Pass Pick-up
U Pass can be picked up at the Parking and Commuter Services office located at Don Myers Building. The office hours are as follows: **Parking & Commuter Services**
Monday - Friday: 9:00AM - 5:00PM



International Student and Scholar Services (ISSS)

Location: Butler Pavilion 410

Phone: 202-885-3350

ISSS is your gateway into the campus life at AU! We are committed to supporting international students with complex visa regulations and transitioning to AU life and beyond.

Know your Rights When Encountering Law Enforcement

Q: What kind of law enforcement officers might try to question me?

A: You could be questioned by a variety of law enforcement officer, including state or local police officers, Joint Terrorism Task Force members, or federal agents from the FBI, Department of Homeland Security (Immigration), Drug Enforcement Administration, Naval Criminal Investigate Service, or other agencies.

Q: Do I have to answer question asked by law enforcement officers?

A: No. You have the constitutional right to remain silent.

Q: Can I talk to a lawyer before answering questions?

A: Yes. You have the constitutional right to talk to a lawyer before answering questions, whether or not the police tell you about that right.

Q: What if I speak to law enforcement officers anyway?

A: Anything you say to a law enforcement officer can be used against you and others. Keep in mind that lying to a government official is a crime but remaining silent until you consult with a lawyer is not.

Q: Do I have to show officers my immigration documents?

A: The law requires non-citizens who are 18 or older and who have been issued valid U.S. immigration documents to carry those documents with them at all times. Failure to comply carry these documents can be a misdemeanor crime. It is never a good idea to show an officer fake immigration documents or to pretend that someone else's immigration documents are yours.

Q: What if law enforcement officers stop me in my car?

A: Keep your hands where the police can see them. You must show your driver's license, registration and proof of insurance if you are asked for these documents.

Q: What should I do if law enforcement officers arrest me?

A: The officer must advise you of your constitutional rights to remain silent, to an attorney, and to have an attorney appointed if you cannot afford one. You should exercise all these rights, even if the officers don't tell you about them.

Q: Can I call my consulate if I am arrested?

A: Yes. Non-citizen arrested in the U.S. have the right to call their consulate or to have the law enforcement officer tell the consulate of your arrest. Law enforcement must let your consulate visit or speak with you if consular officials decide to do so. Your consulate might help you find a lawyer or offer other help.

This information tells you about your basic rights. It is not a substitute for legal advice. You should contact an attorney if you have been arrested or believe your rights have been violated. This information was retrieved from the ACLU. For additional information: https://www.aclu.org/sites/default/files/pdfs/immigrants/kyr_english.pdf

Helpful Links for Quick Resources

ISSS Virtual Appointments: <https://issau.youcanbook.me/>

ISSS Home page: <https://www.american.edu/student-affairs/iss/>

Get Most Recent I-94: <https://i94.cbp.dhs.gov/i94/#/recent-search>

ISSS Employment: <https://www.american.edu/student-affairs/iss/employment.cfm>

iEagle Portal: ieagle.american.edu

AU Student Health Insurance: <https://www.american.edu/aucentral/about-student-health-insurance-plan.cfm>

ISSS Travel and Re-entry: <https://www.american.edu/student-affairs/iss/travel-and-re-entry.cfm>

myAU Portal: myau.american.edu

Social Security Office: <http://www.ssa.gov>

ISSS Taxes Information: <https://www.american.edu/student-affairs/iss/taxes.cfm>

AU Academic Calendar: <https://www.american.edu/provost/registrar/academic-calendar.cfm>

Undergraduate Academic Regulations:

<https://www.american.edu/provost/undergrad/undergrad-rules-and-regulations.cfm>

Graduate Academic Regulations:

<https://www.american.edu/provost/ogps/graduatestudies/2020-graduate-academic-regulations.cfm>

How to use Canvas: <https://community.canvaslms.com/docs/DOC-18585-getting-started-with-canvas-as-a-student>

Canvas Login: <https://american.instructure.com>

Canvas community Website: <https://community.canvaslms.com/>

Library Resources and Writing Support: <http://www.american.edu/library>

Mathematics and Statistics Tutoring Lab:

www.american.edu/cas/mathstat/tutoring.cfm

AU Career Service website: www.american.edu/careercenter/

Tutoring Lab, Writing Center, and Quantitative Support:

<https://american.mywconline.net/>

Academic Coaching visit: <https://auacademiccoaching.youcanbook.me/>

Helpful Links for Quick Resources

Center for Language Exploration, Acquisition & Research (CLEAR):

<http://www.american.edu/cas/clear/index.cfm>

Center for Diversity and Inclusion: <https://www.american.edu/student-affairs/cdi/>

Student Conduct and Conflict Resolution Services:

<https://www.american.edu/student-affairs/index.cfm>

Kay Spiritual Life Center: <https://www.american.edu/student-affairs/kay/>

Disability Support Services: <https://www.american.edu/provost/academic-access/index.cfm>

Americans with Disabilities Act (ADA):

<https://educationusa.state.gov/resources-students-disabilities>

How to Get a One Card: <https://www.american.edu/ocl/onecarddining/get-one-card.cfm>

Student Health Center: <https://www.american.edu/student-affairs/healthcenter/>

Center for Well-Being Programs and Psychological Services:

<https://www.american.edu/student-affairs/counseling/>

COVID-19 Announcements: <https://www.american.edu/ocl/healthcenter/covid-19-help-information.cfm>

COVID-19 Testing Options: <https://www.american.edu/ocl/healthcenter/covid-19-help-information.cfm>

Psychiatry During the COVID-19 Pandemic: Psychiatry@american.edu

EagleBucks: <https://www.american.edu/ocl/onecarddining/eaglebucks.cfm>

RecFit: <https://www.american.edu/recfit/>

WMATA (Washington Metropolitan Area Transit Authority): www.wmata.com

UPass: <https://www.american.edu/finance/transportation/upass.cfm>

Know Your Rights:

https://www.aclu.org/sites/default/files/pdfs/immigrants/kyr_english.pdf



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