



SUFFOLK
UNIVERSITY
BOSTON



STUDENT HANDBOOK

INTO@SUFFOLK UNIVERSITY

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Welcome!

Welcome to INTO at Suffolk University. We are glad you have decided to study with us. The Program staff and teachers look forward to working with you to help you meet your English language learning goals! This guide includes important information you need to get started at INTO Suffolk University. We hope you have a great orientation!





INTO Suffolk University Support Services

INTO Suffolk has many services to support you during your program. Below are some important contacts. We are located on the 4th floor of 73 Tremont Street in the INTO Suffolk Center.

Important Contacts:

INTO Suffolk Contacts

General Queries:

Welcome Desk:

Into@suffolk.edu

617-573-8700

Academic Questions (progression, registration, grades, etc):

Carrie Oliva

INTO Director of Academic &
Instructional Services

cboliva@suffolk.edu

617-573-4215

Health & Wellness:

Suffolk Counseling, Health and
Wellness Clinic

health@suffolk.edu

617-573-8260

Suffolk Counseling Center

617-573-8226

Emergency Contacts

Fire, ambulance, police:

Suffolk University Police Department (SUPD)

On campus: Emergency 617-573-8111 / Non-emergency: 617-573-8333

Off-campus: 911

INTO Suffolk Emergency Phone (24h phone line for urgent situations)

857-505-0940

INTO Suffolk Emergency Phone usage

Any emergency situations when your life in danger or you need to leave the country because of a family or medical issue. Examples include: death in family, need medical treatment in home country, etc., medical emergency (accident, hospital transportation), police arrest, fire.

Do not call this line for anything other than emergency situations. Examples for when not to call the emergency phone include:

I emailed my Advisor/Faculty member and they have not gotten back to me; my registration system is not working and I need to register for classes; how does this process work, what are the hours?



Ram Card

The Ram Card is your Suffolk ID and grants you access to campus buildings and the ability to pay for purchases both on campus and off. Use your Ram Card ID for photo identification, Ram Account funds, resident meal plans, and secure entry to residence halls. The Ram Card also gives you access to the library, and is used to sign up for the optional Student Advantage savings program.

Get your Ram Card at the security booth at the main entrance to Sargent Building or Sawyer Building. Please bring a current photo ID (passport is probably best).

You can load money onto your Ram Card to pay for printing and food. Find out more about how to do this by going to:

<https://www.suffolk.edu/student-life/housing-dining/student-resources/ram-card>





Computer Access & Suffolk Accounts

Suffolk Account Access

You should have been emailed your username and password to your personal email account before you arrived. They were separate emails. If you have not received this information, please let a member of INTO Suffolk staff know.

You should now have access to a Suffolk email account. This is where all communication from your instructors, INTO Suffolk and Suffolk University will be sent to. **Make sure to check it at least twice a day.**

You can also use your username and password to log into your MySuffolk Portal. Here you can view your class schedule and access course materials.

Printers

There are several computer labs on campus for students. All computer labs have printers. You need to load money on to your Ram Card to use the printers. Students receive 25 free pages of printing when they first start a program at Suffolk University. If you do not have printing credit, let a member of INTO Suffolk staff know.

Load money on to your card here:

<https://get.cbord.com/suffolk/full/login.php>.



Places to Print & Tech Support:

Sargent Hall Tech Support Center & Lab

120 Tremont Street, 6th Floor 655

Hours: 8:00am - 11:00pm daily

Sawyer Computing Center

Sawyer Building, 8 Ashburton Place 5th floor

Mildred F. Sawyer Library

73 Tremont Street, entrance on the 2nd floor



Cell Phones

There are many different phone companies in the US that offer different plans and costs. We recommend researching online to find the best plan for you. Think about whether you call or text more often, if you call abroad a lot, or if you use the internet a lot on your phone. These things will all affect the type of plan you choose. You will be required to pay a deposit of anywhere between \$50-\$300 and plans cost in the range of \$50-100 per month.

There are three different types of cell phone service in the US:

Pre-paid service allows you to pay for a certain amount of data and minutes ahead of time. You do not need to sign a contract. This option is ideal for a student who will be here for a short amount of time.

Monthly Contract allows you to pay for service a month at a time. You get a certain amount of data and minutes per month. You can cancel at any time. This is great for students who do not know how long they need a contract for.

Contract service means that you sign a contract, usually for two years. You get a certain amount of data and minutes for a set price. This option usually requires a deposit of anywhere from \$50-\$300.

Common phone companies in Boston:

- AT&T
- Sprint
- Verizon
- T-Mobile



Banking

Banks offer a variety of professional services, including checking and savings accounts, certificates of deposit (CDs), automatic teller machines (ATMs), electronic banking, credit and debit cards, investment services, and estate planning. When selecting a bank, it is important to determine which services are needed.



Banks require certain information before they will open an account. Individuals will be asked to provide photo identification, some personal data, a mailing address, and money to deposit.

Credit Cards

Many banks offer a credit card with a charging limit. Credit cards are very convenient, but individuals should use them with caution. The amount charged to the card must be repaid, often at a high interest rate. Credit cards are best reserved for emergencies.

Handling Money Safely

Do not keep large sums of cash on your person, or at home. Individuals should never give out their credit card number or the card expiration date. A lost credit card must be reported immediately to the company or bank that issued the card.

Some common banks in Boston are:

- Bank of America
- Citizens Bank
- Santander Bank



Health & Wellness

Healthcare

The U.S. healthcare system is one of the best in the world, but can sometimes be difficult to navigate. There are three main types of medical facilities in the U.S.

Primary Care Physician or health clinic: This is for minor illnesses and routine check-ups. It is the least expensive option. If you are on the Suffolk University Health Insurance Plan, the Counselling, Health and Wellness Center at Suffolk University is the cheapest and best option for you. You can either walk-in without an appointment between certain times or make an appointment over the phone. See their website for information on hours:

<https://www.suffolk.edu/student-life/health-wellness>



Counselling, Health & Wellness

Location: 73 Tremont St, 5th Floor

Phone: (617) 573-8260

Urgent Care:

If you have an urgent medical program and need to be seen right away and the Health & Wellness is closed, then this may be a good option. You should only use this option in serious situations as the medical services are more expensive than at a clinic.

This closest urgent care is:

Mass General Hospital (MGH) Walk-In Clinic (turn right at MGH main entrance)

55 Fruit Street
Boston, MA 02114
617-726-2707

Emergency Room: Only use this in life-threatening medical situations. The Emergency Room is an extremely expensive option and your insurance plan may only cover a small portion of the cost.

The closest emergency room is:

Mass General Emergency Department (turn left at MGH main entrance)
Open 24 hours/7 days a week
55 Fruit Street
Boston, MA 02114
617-724-4100 (MGH Emergency Room)

Pharmacies

If your doctor prescribes you medicine, or you need over the counter medicine, you can go to any pharmacy to get it. The pharmacy will also need to see your insurance card when you first go in. Some common pharmacies in Boston are:

- CVS
- Walgreens
- Rite Aid

Counseling Center

If you are feeling stressed or anxious, you can see a certified Counselor at the Suffolk University Counseling Center. Homesickness is distress caused by being separated from home. Some common symptoms are: feeling sad or down, anxiety or nervousness, withdrawing from other people, or constantly thinking of home. Some good ways to deal with homesickness are: making your own space, getting involved on campus, keeping in touch with home, and talking about it.

The Counseling Center is located on the 5th floor of 73 Tremont Street, and you can walk-in or make an appointment. Check their website for hours:

<https://www.suffolk.edu/student-life/health-wellness/counseling-services>



Mental health support is available to all students by calling our main number (617-573-8226) and following the prompts.

The clinic and the Counseling Center have language translation available upon request.

Health Insurance

Health insurance covers the cost of an insured individual's healthcare expenses. Everyone in the state of Massachusetts is required to have health insurance by law. Unless you are a sponsored student or have proved you have a plan with comparable coverage with the company's home office based in the United States, you will be put on the Suffolk Health Insurance Plan. All international students are automatically put on this plan unless otherwise noted.

Your insurance plan is with Blue Cross Blue Shield. You can go to this website for more information about the plan and its coverage details:

https://www.universityhealthplans.com/letters/letter.cgi?group_id=407.



You will receive your insurance card during orientation, or shortly afterwards. Keep it with you at all times.

Some helpful insurance terms:

Deductible: An amount you could owe during a coverage period (usually one year) for covered health care services before your plan begins to pay. Your overall plan deductible is \$0 for in-network and \$250 for out-of-network. When a doctor, hospital, or other provider accepts your health insurance plan, they are in-network. When you go to a doctor or provider who does not take your health insurance plan, they are out-of-network.

Copayment (or “Copay”): Your copayment, or copay, is the flat fee you pay every time you go to the doctor or fill a prescription. It's usually a relatively small dollar amount.

Out of Pocket Limit: The most you pay during a policy period. Your Out of Pocket Limit is \$4,500 in and out of network.

Speak to the Assistant Director of Student Experience if you have questions about your insurance.

For **waiver, enrollment, eligibility, general benefit questions** or **plan issues** contact University Health Plans at 833-251-1133.

For **specific benefit or claims questions** contact Blue Cross Blue Shield of Massachusetts at 888-753-6615.

How to Read Your Health Insurance ID Card:

Know How to Read Your ID Card

Your member ID card contains important information, including our Member Service telephone number, your ID number, and your plan's copay for office visits, behavioral health visits, and emergency room visits. Be sure to always carry your ID card with you, and show it to all of your providers so they can update your records.

To the right is a sample ID card. Information shown on your ID card may be different based on your plan benefits. Check your ID card for your specific copay amounts.

- 1** Plan name
- 2** Your ID number
- 3** Office visit copay
- 4** Behavioral health office visit copay
- 5** Emergency room copay (waived if admitted)
- 6** Number to call for questions about your plan



Weather Adjustment

There are four distinct seasons in Boston. In the summer, temperatures can get up to around 26°C and fall weather means more layers with highs around 17°C. During winter, snowy conditions can last from December through March and temperatures range from -10 °C to 4 °C. Although the snow melts in the springtime, it's still a cool season which will require a jacket and boots. Due to these weather changes, you will need clothing for both warm and cold seasons. All of these items are available for purchase in Boston.



Cultural Adjustment

People usually experience many emotions while adapting to a foreign culture, changing from excitement and interest in the new culture to depression and fear of the unknown. These feelings are normal, and difficulties that you may experience as you integrate into a new society can be a result of what is termed "culture shock." Most experts agree that culture shock, although often delayed, is inevitable in one form or another. However, adjusting to a foreign culture, and living through difficult times of change can be a satisfying experience, one worth the occasional discomfort and extra effort.

When you are experiencing a new culture, your stress level can be very high. We encourage you to use the services offered at the Counseling, Health & Wellness Center to help you lower your stress.



Healthy Relationships & Title IX

Creating a safe campus environment and a culture of respect is the shared responsibility of all members of the University community. Suffolk University does not tolerate sexual misconduct or sexual violence of any kind and has a policy in place to support survivors. Sexual misconduct refers to non-consensual sexual activity (including, but not limited to, sexual assault and rape) and sexually exploitative behavior. Suffolk also prohibits all forms of dating violence, including but not limited to stalking and domestic abuse.

If you or someone you know has experienced sexual misconduct, there are a variety of resources available to you.

Suffolk University Police Department

On campus: Emergency 617-573-8111 / Non-emergency: 617-573-8333

Off-campus: 911

Sheila M. Calkins, BSN, JD

Director of Title IX and Clery Act Compliance

13th floor, 73 Tremont Street

617-573-8027

title9@suffolk.edu

Diversity and Inclusion

Suffolk University was and continues to be at the forefront in embracing a diverse student population. Here, students of color, women, international students, and LGBTQ+ students find a home. Celebrating diversity has always been at Suffolk's core, making us the rich institution we are today.

Suffolk University does not discriminate against any person on the basis of race, color, national origin, sex, gender identity, sexual orientation, marital status, disability, age, genetic information, or status as a veteran in admission to, access to, treatment in, or employment in its programs, activities, or employment.

Students of color

Any student who is not considered 'white'. 'White' in the US generally refers to people from a western European heritage. 26.2% of Suffolk University students identify as students of color.

LGBTQ+

This term stands for lesbian, gay, transgender, queer, and questioning.

17.7% of Suffolk University students identify as LGBTQ+.

Diversity

The wide variety of shared and different personal and group characteristics among human beings.

Center for Student Diversity and Inclusion

The Center for Student Diversity and Inclusion provides individual support, mentoring, referrals, and education to foster a welcoming, safe, and inclusive environment for all students—giving special attention to historically marginalized students and their allies. The Center for Diversity & Inclusion facilitates discussions and programs with students that promote the principles of equity, inclusion, access and social justice.

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Center for Student Diversity & Inclusion

Sawyer Building, 8th Floor, Room 823

617-573-8613

diversity@suffolk.edu

Holidays

There are many holidays, in the United States that may not be celebrated elsewhere in the world. Some of the major holidays include: Martin Luther King Jr. Day, George Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, and Thanksgiving Day. Suffolk is closed for many of the major holidays, so please check the Important Dates Document available from the Welcome Desk for more information on university closures.

Some of the minor holidays include: Mother's Day, Father's Day, Halloween, Valentine's Day, Saint Patrick's Day, Groundhog Day, Earth Day, and Black Friday. Suffolk University does not close for these holidays, but there are sometimes celebrations on campus or in the city.



Transportation

Public Transport

It is easy to get around Boston without a car. Most people use the 'T' to get around which is a subway and train system throughout the city. There are various different lines that go to different areas. You can use the MBTA website to find more information on how to use the subway, train and commuter rail services.

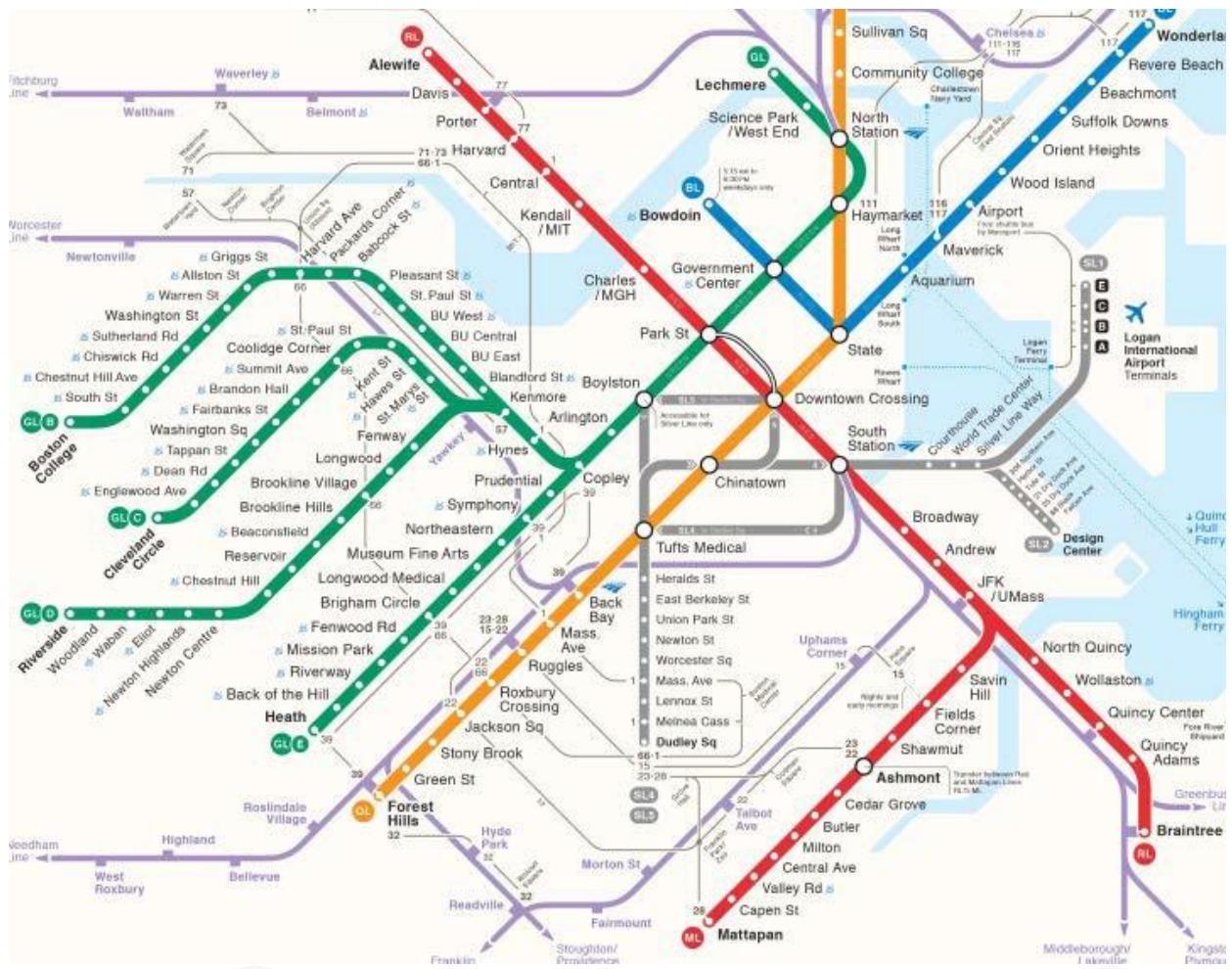
[https://mbta.com/.](https://mbta.com/)



You can buy a ticket at machines in all T stations, or load money onto a 'Charlie Card'. This is a reusable plastic card that can be obtained from an MBTA Customer Service Agent at stations or from the Charlie Card store in Downtown Crossing.

The deadline to apply for a student discounted Charlie card for the Spring semester has already passed. There is an opportunity to apply for a discounted pass for Fall semester soon and details will be emailed to you about how to apply.

T line Map



Driving

Parking and driving in Boston can be difficult, so we do not recommend buying or driving a car unless you live in one of the outer Boston areas. If you do decide to drive here, you need to make sure you have a valid license. You can use your international license for up to one year in Massachusetts.

You have to keep a copy of your I-94 and international license with you at all times while driving.

You can obtain a driver's license from the Registry of Motor Vehicles (RMV). You need to bring your visa, I-90, I-94, passport, proof of address and your Social Security Number if you have one, and a Denial Notice if not. A Denial Notice can be obtained at the Social Security Administration, at 10 Causeway St, Boston MA 02114.

You must have a license and insurance to drive a car in the U.S. Please make sure that you have both and carry them with you when driving.

Social Activities

Want to make new friends, see new places and have fun?! Come along to one of INTO Suffolk's events, join a student group or go to a campus activity! Student Leadership & Involvement (SLI) is home to many different student groups and clubs and has groups to suit all interests. Check out this page for more information on student clubs and organizations and how to join:

<http://www.suffolk.edu/campuslife/2218.php>.



To find out about events, check your Suffolk email for event flyers and information.

Events will also be posted on the INTO Suffolk Facebook and Instagram accounts.

Staying Safe & Laws and Rules

Safety

Boston is a very safe city, but it is still important to take steps to stay extra safe.

- Travel in groups at night
- Do not walk in the Boston Commons after dark
- Do not carry large sums of money with you
- Keep your belongings with you. Never leave your laptop/bag unattended
- If you don't feel safe, then get away from the situation as soon as possible

It is important to know and understand U.S. laws and Suffolk University rules. There are both federal and state laws in the U.S. Federal laws apply to the whole country, whereas state laws can differ from state to state.

Suffolk University Police Department (SUPD) are here to keep you safe on campus (see their contact numbers on first page). You can call them if you ever feel unsafe on campus. Call 911 if you are off campus.

Download the LiveSafe app. This service is free to you as a Suffolk Student. More information will be provided on this at orientation.

What is the LiveSafe App?

LiveSafe is available to any student and community member free of charge and may be downloaded at the AppStore and Google Play. All Suffolk students should download this app. LiveSafe is more than just a crime tip system, because it allows users to:

- Send tips or requests for help to safety and security officials (suspicious person, an accident, assault, or any safety question!).
 - You can choose to be anonymous.
- Quickly message or call officials, and share your exact location in an emergency.
- Walk home safely late at night. Have your friends keep a lookout as you travel with SafeWalk™.

Suffolk University
Police and Security Department

Get the App

- 1 Download "LiveSafe" for free from Google Play or the App Store.
- 2 Register with your mobile phone number and fill out your profile. Verify your account.
- 3 Select "Suffolk University".

SUFFOLK UNIVERSITY BOSTON

Alcohol

The legal drinking age in the US is 21. You can be charged a fine or possibly have to appear in court if you are caught drinking under 21. It is also illegal to buy alcohol for anyone under 21.

Marijuana

Marijuana is illegal according to federal law. As an international student on a student visa, you are held to federal law and therefore are not allowed to possess or use it. If you are caught with Marijuana by the police, there could be serious consequences including a court appearance and visa termination.

Tobacco

It is illegal for a retailer to sell any tobacco product – including cigarettes, cigars and e-cigarettes – to anyone under 21. Smoking is not permitted in any of the Suffolk University buildings, including the Residence Halls



Food and Dining

If you live on campus, you have a meal plan on your Ram Card. This is a declining balance, so you pay for what you eat. It can be used at any of the dining facilities on campus and in the residence halls. Some off-campus locations will accept your RAM Dollars as well.

Please see link below for all participating locations on and off campus.

<https://www.suffolk.edu/student-life/housing-dining/student-resources/ram-card>



Everyone can use the Suffolk dining facilities in 73 Tremont Street, Somerset, Sawyer and Sargent Buildings. They sell a selection of hot and cold food, snacks and drinks.

Chinatown is only a few blocks away and hosts a variety of types of restaurants including Chinese, Thai and Japanese. There are many other restaurants within a 5-10 minute walk of campus including American, Mexican, Turkish and fusion. For restaurant suggestions, ask a member of INTO Suffolk staff or other Suffolk students!



Housing

Residence Halls

If you live on campus and have questions such about your room, roommates, or move-out, please speak with the Resident Assistant (RA) for your floor. If you don't know who your RA is, speak to the Director of Student Experience at INTO Suffolk University and they can help you.

If you have housing finance questions, want to extend, or cancel your housing, please ask at the Welcome Desk in the INTO Suffolk Center.

Off-Campus Housing

If you are having any problems with your off-campus housing, please see the Student Experience Team to get resources about legal advice, your rights as a tenant, and more.

Finding Your Own Apartment

Use the Suffolk University off-campus housing portal to find apartments off campus:

<https://offcampushousing.suffolk.edu/>



Check this link for more information regarding your rights as a tenant:

<https://offcampushousing.suffolk.edu/equal-opportunity-in-housing-statement>



Suffolk University Support Services

Library

The Mildred F. Sawyer Library is located in 73 Tremont Street. They hold many books that you will need for your classes and have group study rooms for group projects. The library also has printers, laptop rental, photocopiers, and other services to help you. Find out more at their website:

<http://www.suffolk.edu/sawlib/index.php>.



Center for Teaching and Learning (CLAS)

At CLAS, you can find tutoring, study groups, academic coaching, and academic skills workshops. The CLAS also has math and statistics drop-in sessions, as well as a writing center. You can make an appointment online through Navigate or make an appointment with the Welcome Desk. Students can access Navigate through their MySuffolk portal.

CLAS is located on the 9th floor of 73 Tremont Street.

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CLAS is located on the 9th floor of 73 Tremont Street.

Office of Disability Services

The Office of Disability Services (ODS) is committed to ensuring that students with disabilities have equal, effective, and meaningful access to all programs and opportunities at Suffolk University. With a student-centered approach, ODS fosters self-advocacy and self-determination, and promotes awareness that disability is an element of diversity. They have advisors who can meet with you 1-1.

You can make an appointment by calling 617-573-8034 or going to the front desk on the 9th floor of 73 Tremont St.

Bookstore

The Suffolk University Bookstore is located at 120 Tremont St. It is in the same building of Sargent Hall on the bottom floor. Please see the link below to find out more.

<https://www.bkstr.com/suffolkubookstore/home>



Michael and Larry Smith Fitness Center

This is a state-of-the-art gym and fitness center that is free to Suffolk University students:

<https://www.gosuffolkrams.com/recreation/facilities/fitnesscenter>



The Fitness Center is located at:

Ridgeway Building
First Floor
148 Cambridge St.
Boston, MA 02114

Social Media

Follow us on social media to find out about all INTO and Suffolk's latest events and information!



<https://www.facebook.com/INTOSuffolk/>



[https://www.instagram.com/into_suffolk/?](https://www.instagram.com/into_suffolk/?hl=en)

[hl=en](https://www.instagram.com/into_suffolk/?hl=en)





https://twitter.com/INTO_Suffolk



<https://www.linkedin.com/school/into-suffolk-university>



https://www.instagram.com/into_suffolk_students/



INTO Suffolk University

Rosalie K. Stahl Building, 4th Floor, 73 Tremont Street
Boston, MA, 02108

+1 617-573-8700

into@suffolk.edu

Career Services at Suffolk University

For information about careers, employment, or applying for an internship, you can visit Career Services on the ground floor of the Stahl Building, 73 Tremont.

INTO students (except for AE only), are permitted to apply for on campus employment. INTO students may work on campus during their time at INTO and Suffolk University.

Notes