



English as a
Second Language
Institute

**Intensive English Program
Student Handbook**

English as a Second Language (ESL) Institute

Student Handbook 2021-2022

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The ESL Institute

Austin Peay State University

Student Handbook

Welcome to the ESL Institute at Austin Peay State University!

If your plans include pursuing your college education, our program will help you prepare for English language proficiency exams (like TOEFL or IELTS) and university classes. We can also help you improve workplace communication skills and reach your professional objectives.

Our faculty and staff assist all students in improving their English skills to accomplish each individual goal.

The information provided in this handbook is designed to assist:

- All prospective, new, and current international students.
- A sponsor or family member of an ESL Institute student.

We encourage you to become familiar with the contents in this handbook. It is a valuable source of information for many questions you may have. References to our website and links to other useful sources of information about our program, APSU, and the Clarksville area are included.

Austin Peay State University

ESL (English as a Second Language) Institute

Box 4478

McReynolds 211

Clarksville, TN 37044

Tel: 931-221-6270

Email: esl@apsu.edu

Website: www.apsu.edu/esl

A copy of this handbook is also found on our website at www.apsu.edu/esl/about-esl-institute/student-handbook.

The ESL Institute Intensive English Program

The Austin Peay State University English as a Second (ESL) Institute's non-credit intensive English language program was created in 1998. The mission of the ESL Institute is to serve international students and community members by offering a diversified, high-quality English language program for students wanting to improve their English language skills.

The ESL Institute strives to:

- offer an intensive English language program to increase English language proficiency
- provide community members with opportunities to study English to prepare for their professional careers or daily life
- prepare students for an international career, advanced education, and participation in the global community by integrating language and academic skills
- present students with cultural knowledge and awareness needed to adjust and live, academically and socially, in the United States
- inform students about options and opportunities at Austin Peay State University
- help students to apply for admission

Although many students only try to meet English proficiency exam requirements for admission, research shows a background in ESL courses is more effective for success because it reinforces English skills in a classroom setting.

Orientation

An orientation session is held at the beginning of each term and is required for all new students. Class schedules, policies, visa compliance requirements, and other important matters are covered; in addition, new students will be given a campus tour. Sponsors are welcome to attend orientation sessions to familiarize themselves with the ESL program.

Class Schedule

Students will be given their specific class schedule at orientation or by email one to two days before classes start.

- Classes are held Monday-Friday.
- Class days and times are subject to change from term to term.
- Current schedules are posted online.

Testing

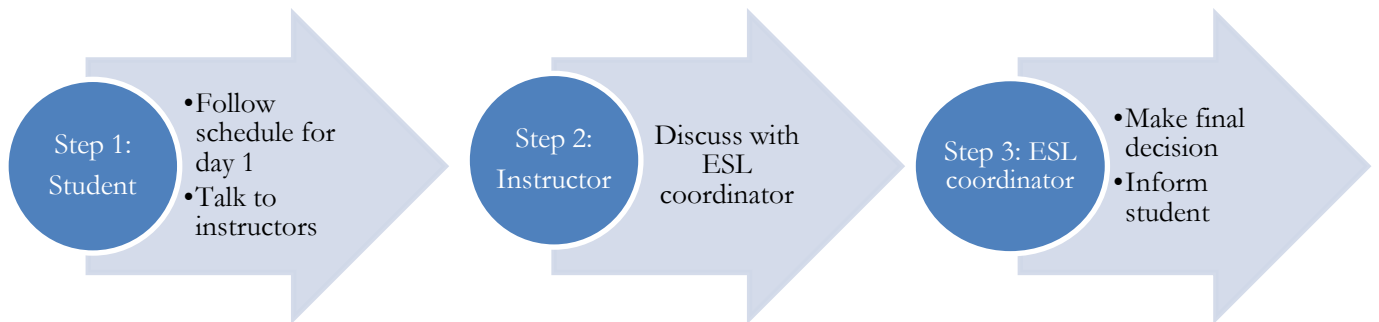
Placement test

A placement test is given to all new students before classes begin. This test measures general English language skills. It is one tool which the coordinator and instructors will use to place you in the appropriate skill level for each course. If classes are too small to be divided, instructors will vary teaching methods to address different levels.

Level ranges:

Level 1: 0-40 Level 2: 41-53 Level 3: 54-66 Level 4: 67-78 Level 5: 79-100

If you do not feel you are in the correct level, follow the directions below to make a level change request. Level change request process



- If your request is not approved, you must stay in the level in which you were originally placed.
- No class level changes will be made after the 1st week of classes, except for late registering students.
- This decision is **FINAL** and cannot be appealed.

Final exams

Each class will have a final exam unless otherwise determined by the class instructor and listed on the class syllabus. A final exam cannot be given early under any circumstance. Missed exams will be an automatic zero grade and calculated into the final class grade. Do not make any travel plans before the end of final exams.

Final exam schedule:

Final exams will be given on the last day of the class, following regular class times and locations.

A final exam cannot be given early under any circumstance. Students who miss any final exams will be given an automatic zero grade and calculated into the final class grade based on the course grading criteria as listed on the syllabus. Missed exams will be an automatic zero grade and calculated into the final class grade.

Weather and Emergency closings and delays

If APSU Clarksville campus is closed or delayed due to inclement weather or emergency, ESL Institute classes will also be canceled or delayed. University closing information will be provided by the university as early as possible.



Registration strongly recommended!!!

Information may be found:

- **In text and email messages sent to members of AP Alert**
- APSU's website: www.apsu.edu
- APSU's Facebook page: www.facebook.com/austinpeay
- Television and radio stations on campus and in surrounding cities/communities.

Note: Clarksville Montgomery School System (CMSS) and Ft. Campbell School System closures are different from APSU's closures. Sometimes CMSS is closed or delayed, but APSU is **NOT**. APSU at Ft. Campbell campus may be closed but APSU Clarksville campus may be **OPEN**. Check messages for inclement weather carefully.

Any scheduled ESL Institute holidays (i.e. days of no classes) are listed on the ESL Institute website: www.apsu.edu/esl/current-dates and also on the scheduled posted on the board outside of the ESL Institute office (McReynolds 211).

Closing: Classes missed due to university closing typically will not be rescheduled; however, for extended periods of closure, changes may be made to make up class time.

Delay: If the university is on a delayed opening, the ESL Institute will follow the delayed schedule with the following exceptions:

- If there are 45 minutes or less remaining in the class, the full class will be cancelled.
- If there are more than 45 minutes remaining, the remainder of the class will continue.

These exceptions are because ESL classes follow a different schedule than most APSU Clarksville campus classes.

ESL students should follow the ESL Institute delay opening schedule guidelines:

- If the university opens at 9 a.m.: all classes on regular schedule
(1 hour delay)
- If the university opens at 10 a.m.: classes ending before 10:45 a.m. will be cancelled.
(2 hour delay) classes ending at or after 10:45 a.m. will be start at 10:00am
(Regular schedule if start time is after 10:00 a.m.)
- If the university opens at 11 a.m.: classes ending before 11:45 a.m. will be cancelled.
(3 hour delay) classes ending at or after 11:45 a.m. will be start at 11:00am
(Regular schedule if start time is after 11:00 a.m.)
- If the university opens at noon: all morning classes will be cancelled.
(4 hour delay) all afternoon classes will be on regular schedule.

Textbooks

All students are expected to have their own copy of all required textbooks for each class. You will be provided with a list of required textbooks at the beginning of the term. Generally, full-time ESL students should plan to spend around \$200-\$250 per term for textbooks.

Due to copyright laws it is illegal to photocopy any or all portions of a textbook. Sharing textbooks for the full term is not allowed.

You will be given a book list that provides the specific title and ISBN; be sure to purchase the correct textbook. ***If students do not purchase books at the APSU bookstore, it is the student's responsibility to use this information to order the correct titles and ensure the books arrive on time. This may require paying for faster shipping/delivery.***

McReynolds Building Information

- Classroom Temperatures: Due to the size of the rooms, number of people in the rooms and the type of heating/cooling system in the building, the temperature **will** fluctuate. Rooms may feel cooler as units must remain on to keep air flowing. It is recommended that students dress in layers of clothing that they can take off or put on as needed.
- Vending Machines: There are drink vending machines in the building, located in the entryway of the second floor bridge, between the elevator and room 219A.
- Restrooms and water fountains on the 1st floor for both men and women are located near the elevators and room 122. There is also a water fountain across from room 103. On the second floor, the water fountain and women's restroom are on either side of the stairs across from room 202. The men's restroom is on the opposite end of the building next to room 219.
- The break rooms are for faculty/staff use only. *Students should not use this space.*
- Room 219 will be open during lunch hour as a lunch room. Please clean up after yourselves—wipe down desks if needed, clean any spills and throw away trash.
 - If things become too messy or too loud anytime during the term, the lunch room will be closed.
- Room 219A will be open during lunch hour as a quiet study room. This is a time to work on homework, study, rest or other quiet activities. If you wish to listen to music, talk to friends, or eat food, please use room 219.
- McReynolds building hours: All entrance doors will be open from 7:30 a.m. to 4:30 p.m. Only the ramp/Drane Street door will be open when classes or activities are scheduled after normal business hours.

Transcripts and Certificates

ESL classes are non-credit classes. Students receive a letter grade in each course to rate their work. Grade reports will be given to each student after the end of the term.

In addition, all enrolled students will receive an enrollment certificate each term. Students who have demonstrated outstanding effort and achievement will receive a certificate of excellence.

Grading scale

90 -100: A 80-89: B 70-79: C 0-69: F

Note: To pass a level, students will need to have a C or higher in all courses and instructor recommendation

CampusCE

<https://www.campusce.net/apsu>

Can go directly to the sign in page at: <https://www.campusce.net/apsu/account/signin.aspx>

The ESL Institute uses CampusCE for online registration and final grade reporting. CampusCE can be accessed using any internet connection.

Your CampusCE username is the same as your OneStop username. If you have signed in before, use the same username and password you used before. **Do not create a new account. You already have an account if you have taken a class.** If you have not signed in before, choose “Reset my Password”. A password will be sent to your APSU email.

See Appendix B for information on finding your final grades in CampusCE (page 41).

ESL Institute Policies

ESL students will be expected to follow regular APSU policies. A complete policy list is found at www.apsu.edu/policy. The following policies address specific ESL issues.

Class Guidelines

1. Use English while class is in session.
2. Be respectful of classmates and instructors (come on time, participate, and listen when others are speaking).
3. Only use cell phones and computers with permission of the instructor.
4. Students should not leave the classroom during class for any reason, except for emergency situations with permission of the instructor.
5. If a student is absent from class, they are responsible for any assignments missed or due.
6. Only drinks with spill-proof lids are allowed.
7. Food is only allowed during class time with permission of the instructor. No chewing gum while class is in session.
8. Classrooms will open approximately 15 minutes before class and will be locked after the last class.
9. Throw away all trash and return chairs to their proper place.

Refund Policy

Advance Payment (F-1 students)

When a new or transferring F-1 student applies to ESL Institute, they submit a \$50 ESL New Student Fee or a \$75 ESL plus undergraduate application with the application. These fees are non-refundable.

Tuition and Fees

No refunds of tuition or fees will be made for any reasons for withdrawals or cancellations on or after the first day of classes.

Students who request refunds before the start of the class, but less than five business days (Monday-Friday) prior to the start date, will have the option of deferring enrollment to another term/class.

Escrowed funds will be held for no more than one year and may be applied to the fees for any other course offered by the ESL Institute. Funds that are unused in one year will be forfeited.

Withdrawal Policy

Students may need to withdraw from the program for any number of reasons, such as being medically unable to continue studies, having a family emergency, or financial reasons.

No refunds of tuition or fees will be made for any reason for withdrawals or cancellations on or after the first day of classes.

To withdraw:

1. Student must complete a withdrawal form and meet with the ESL coordinator.
2. For F-1 visa students, the ESL Institute will terminate the student's SEVIS record with "Termination-Authorized withdrawal" and discuss important immigration regulations with the student.
3. F-1 visa students must depart the U.S. within 15 days of his/her official withdrawal date.

Students must attend classes until the day the withdrawal form is submitted—that date will be the official withdrawal date. Any absences before this date are unexcused.

Students who exceed the allowed absences cannot receive the "Termination-authorized withdrawal" status; the I-20 form will be terminated due to "Termination-Failure to maintain status".

Attendance and Tardiness Policy

The F-1 visa issued to international students has a specific set of laws and regulations to maintain visa status; this includes a full-time course schedule, participation and making normal progress in course of study. For this reason, the ESL Institute carefully monitors attendance and academic progress. Failure to meet these requirements can result in probation and possible termination of I-20.

Students are expected to attend all classes on time, participate in class and have all assignments completed and submitted on the dates they are due. Attendance will be taken each class time and will be combined for all classes. **An F-1 student may not miss more than 15% classes to maintain visa status – this includes coming to class on time.** SACM Scholarship students may not miss more than 10% of classes according to scholarship requirements.

Absence Calculations:

- One tardy = less than 10 minutes late to class
- Three tardies in a class = one class absence
- More than 10 minutes late = one class absence

Excessive Absences:

- After 8% total class absences – student receives a warning letter from ESL coordinator
- After 10% total class absences – student is placed on probation and meets with the ESL coordinator
- After 13% total class absences – student receives a final warning letter from the ESL coordinator
- After 15% total class absences – student is in danger of dismissal (visa status issues)

Excused absences: Student must contact the ESL coordinator by phone, text, or e-mail with a valid reason *before* the start of class. Driving exams and regular doctor appointments do **not** qualify as excused absences. Students who are sick and miss more than three classes must have a doctor's note to be excused – this note must be submitted to the ESL coordinator the day the student returns to class. Regular sick days are not excused absences.

Unexcused absences: If a student does not contact the ESL coordinator before class or does not have a valid reason for missing class, the absence is unexcused. Schedule appointments when classes are not in session. Some instructors may not allow students to make up work missed due to unexcused absences.

Excused absences are still recorded as an absence, but special circumstances may be considered when calculating totals.

Attendance notes:

- **Tardy:** A student is tardy if they is not physically in the room when class should start. If a student's bag/books are in the room, but the student comes in the room five minutes after the class start time, they are counted tardy.
- **Leaving early:** Students who leave class early will be marked tardy if leaving less than 10 minutes early or tardy absent if more than 10 minutes early, unless prior accommodations have been approved by the ESL coordinator.
- **Parking:** Difficulty in finding parking after the first week of classes will not be a valid excuse for being tardy.
- **Appointments:** If a student is absent from class due to a scheduled doctor's appointment, driver's license appointment, etc., they is still absent and is considered unexcused. Students should make appointments outside of their class schedule.

- **Emergencies:** If there is an emergency that causes a student to miss several days, they will still be marked absent. If attendance becomes an issue later in the term, the situation will be taken into consideration in an overall assessment.
- **Religious holidays:** Specific religious holidays will be excused, but all assignments must be completed. Tests, quizzes, presentations, etc. should be rescheduled for the next class day. Students must notify the ESL coordinator one week before the holiday for approval. **No excused absence will be given without prior notification or approval.**

Annual Vacation

F-1 visa students must attend **four** terms in a row before taking a vacation term. Vacations for transfer students from another U.S. school will be considered on a case-by-case basis.

Students who start	Fall Term 1	may take a vacation during	Summer term
	Fall Term 2		Fall Term 1
	Spring Term 1		Fall Term 2
	Spring Term 2		Spring Term 1
	Summer Term		Spring Term 2

Classroom Misconduct Policy

Students are expected to conduct themselves appropriately at all times and respect their instructors, classmates, and the opportunity they are receiving to study in the U.S. Academic and classroom misconduct will not be tolerated.

If a student is disruptive in class they will be asked to leave the classroom and marked absent.

Disruptive behavior in the classroom is defined, but not limited to, behavior that obstructs or disrupts the learning environment or the use of any electronic or other device which disturbs or interrupts the concentration of others.

This includes: talking to other students during class, answering phone calls, texting, leaving class frequently or for extended periods of time, sleeping, disrespecting instructors or other students, using native language in class, and doing activities not related to class.

Students who arrive late should enter the classroom quietly.

Plagiarism/Cheating Policy

Plagiarism is taking another person’s idea or written work and using it as (or part of) your own work without appropriate credit. At no time is it acceptable to hand in class work which has ideas, words, statements or works of another person – this includes the Internet. Cheating is using or attempting to use materials, information or aids not allowed on an assignment, quiz or test. Plagiarism and cheating are serious offenses and can result in a failing grade for the assignment/course.

Academic dishonesty is defined as any act of dishonesty in academic work. This includes, but is not limited to, plagiarism, the changing or falsifying of any academic documents or materials, cheating and giving or receiving of unauthorized aid in tests, examinations, or other assigned work. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. Penalties for academic misconduct will vary with the seriousness of the offense.

Students accused of academic misconduct have a right to due process.

1. Notice to the student in writing of the conduct violation
2. Notice to the student of the time, date, and place of the hearing allowing a reasonable time to prepare
3. The right of a student to present his or her case
4. The right of a student to be accompanied by an advisor
5. The right of a student to call witnesses and to confront witnesses against the student
6. The right to be advised of the method and time limitations for appeal

Disability Policy

Any student who has a disability that affects their academic performance is encouraged to make an appointment with the ESL coordinator to discuss the matter and explore options.

Grievances Policy

If a student has any complaints or troubles in regards to a certain class or teacher, the student should first talk with the teacher and work together to address the situation and come to a mutual agreement. If the student is not satisfied with the outcome, the student should then complete a complaint form and make an appointment with the ESL coordinator. The ESL coordinator will work with both the student and the instructor to reach a satisfactory resolution.

Academic Probation

Students must show normal progress in classes to maintain student status. Students should maintain at least a 2.00 grade point average to meet the minimum grade standard. In addition to excessive absences,) if a student does not meet the minimum grade standard, does not participate in class, or habitually does not turn in assignments or homework, the student's I-20 status or future enrollment is at risk.

If a student does not regularly participate in class or turn in assignments or homework, the instructor for that class will talk with the student. If there is no change, the instructor will inform the ESL coordinator and a warning letter will be sent to the student.

Warning letter: A warning letter regarding possible probation may be sent for any of the following reasons:

- The student has 8% absences.
- The student does not meet the minimum grade standards when midterm or final grades are issued.
- An instructor does not see improvement in class participation and/or assignments after talking with the student personally.

Probation: The student will have 14 days to show improvement after receiving the warning letter. If no improvement is seen in grades, class participation, class assignments, and/or the student reaches 10% class absences, the student will be placed on probation for the rest of the term. A student may be placed on probation if the criteria are exceeded at any time during the term. The student may be placed on probation for the following term if it is close to or at the end of the term.

Probation conditions will include:

- 1) Class attendance, participation, assignments/homework and grades will be closely monitored in all classes by instructors.
- 2) Meetings with the ESL coordinator as needed.

A student on probation must meet the following requirements to continue studying at the ESL Institute:

- 1) The student must demonstrate progress through grades, test scores and by regular class participation.
- 2) The student must not receive less than a GPA of 2.00 during the term.
- 3) The student must not miss more than 15% of classes.

A decision will be made at the end of the term regarding the student's continued enrollment at the ESL Institute.

Removal of probation:

Students who have met all the terms of their probation at the end of the term may be taken off probation and moved back to "warning status" for the following term. Students who have exceeded the conditions of their probation at the end of the term may be completely taken off probation and "warning status" after consideration of final grades and recommendations from instructors.

Austin Peay State University

Austin Peay State University is located in Clarksville, Tennessee, the state's fifth largest city. The school is named after former a Tennessee governor, Austin Peay, a Clarksville native. Austin Peay State University is a four-year public, doctoral level university offering more than 55 majors and 60 different concentrations.

Useful campus phone numbers and websites

• ESL Institute	931-221-6270	www.apsu.edu/esl
• University Police	931-221-7786	www.apsu.edu/police
• Office of International Student Services	931-221-6400	www.apsu.edu/international
• Housing	931-221-7444	www.apsu.edu/housing
• Health Services	931-221-7107	www.apsu.edu/healthservices
• Student Affairs	931-221-7341	www.apsu.edu/student-affairs
• Admissions	931-221-7661	www.apsu.edu/admissions
• Office of the Registrar	931-221-7121	www.apsu.edu/registrar

Student I.D.

All ESL Institute students can receive an Austin Peay State University student I.D. card once they have been issued an “A number” (identification number) assigned by the school and complete tuition and fees payment.



The ESL Coordinator will inform new students at the start of each term when they will be able to get their I.D. cards made in the Morgan University Center lobby. Usually ready about 10 business days after registration. You will need your student A-number and a photo I.D.

Student emails

Each student will receive an APSU email account. This APSU e-mail is an official way of communication to students from the ESL Institute and APSU.

The ESL institute will only use your APSU email once classes begin (not your personal email). Students should regularly check their accounts to avoid missing important information.

- To go to your APSU email directly, go to <http://mail.office365.com>. You can also go to your email through OneStop (<http://onestop.apsu.edu>)
- Your initial password is the same as your OneStop password (see first page of your red folder for your OneStop username and password).
- The first time you log-in, you may be asked to set a new password. It must be a mix of uppercase letters, lowercase letters, numbers and symbols.
- Clarksville, TN (APSU) is in the time zone: Central Time (US & Canada)
- If you need help, contact the Technology Help Desk (Browning room 12A, helpdesk@apsu.edu, 931-221-4357)

Campus Wi-Fi/library computer access

To access the computers in the library or the campus Wi-Fi, first connect to the APSU-Student network. Open a web browser. Enter your OneStop username and password.

- For some phones, you may need to use your APSU email address as your username (username@my.apsu.edu).
- If you have changed your password and have forgotten it, you will need to reset your password (<https://tinyurl.com/APSUpassword>).
- Go to <https://tinyurl.com/APSUwireless> for more information.

Note: You will only be able to access the wireless after your account has been activated. This is usually about five-ten business days after payment is made.

Parking

Every Austin Peay State University student, faculty and staff member who wants to park a vehicle on campus must sign up for permission to park.

Parking on campus is limited—come early to allow plenty of time to walk.

The fee for parking on campus is included in the Program Services Fee for full-time students. To see a map with parking locations, go to www.apsu.edu/Police/parking.



Steps for getting your parking permit

- Visit <https://www.apsu.edu/parking/>
- Access Parking Portal
- Click “Get Permits”
- Enter your OneStop credentials
- Select Permit Type

Note: the Shasteen building is on the north edge of the campus behind the football stadium.

Campus/public safety and security

Overall, the United States is a safe place. Even though you may have heard a lot about violence and crime in the U.S., the majority of people live peaceful lives and never experience violence. You do not need to be afraid, but you do need to be careful.

APSU Campus police

Serious (life threatening) Emergency: pick up any phone (including cell phones) and dial **911**.

On campus emergency: 911

Campus police: 931-221-7786

Public Safety/Campus Police is located in the Shasteen Building.

Emergency blue/blue light phones are located throughout the campus and can be used to report crimes, emergencies, or request police services. If you have an emergency, press the button on the callbox. This will immediately connect you with campus police.

Security escort service within campus is provided 24/7 by APSU Public Safety for the safety and convenience of the campus community. To obtain an escort, phone 221-7786.

Motorist assistance program services (provided by APSU Public Safety 24 hours a day, seven days a week) will help with providing or assist you in getting a jump start, gas, water or a wrecker. Contact campus police.

Anonymous text or picture messaging number may be used to send anonymous texts or picture messages to APSU Campus Police of information or incidences around campus. The number is 931-494-6672.

Be sure to follow these “common sense” rules of safety.

- Always make sure you lock all doors and windows of your home and/or car while you are away.
- Do not leave items in your car anywhere they can be seen from outside.
- Avoid walking alone as much as possible at night.
- Walk confidently and be aware of your surroundings. Avoid isolated or poorly lit areas.
- Avoid carrying large sums of cash or valuables with you.
- Do not leave purses, wallets, laptops, backpacks or other valuables unattended.
- Carry your keys in your hand, to seem as if you are almost to your destination.
- Avoid using Automatic Teller Machines (ATM) alone after dark.
- Always identify visitors through the peephole before opening the door. Never open the door to strangers.
- It is a good idea to ask friends or colleagues what areas of Clarksville are less safe than others.
- If something should happen, do not try to resist a robber or mugger, and contact the police as soon as possible.
- If you do not know someone well but would like to get together again, do not give out your address. Instead, make plans to meet in a safe, public location.
- **In an emergency, call 911.** A dispatcher will ask for your name and location, and then contact the police, fire department, or ambulance service for you, as appropriate.

Campus Bookstore

The Ann Ross bookstore is on the corner of Fourth and College. Student may purchase or rent textbooks for classes. At the end of terms, the bookstore may also buy back used books.

The bookstore also has APSU apparel and accessories, school supplies, electronic items, and supplies.

More information, hours and access to online shopping can be found at <https://apsu.bncollege.com>.

Morgan University Center

The Morgan University Center (MUC or UC) serves as the center of campus for programs, meetings, dining, and relaxation for students, faculty, staff, and guests. The MUC is the ideal place to meet friends or get some food. Food options include the APSU Café, Einstein’s Bros Bagels, Peay Pod Market, and the Food Court. On the first floor, there is a full-service post office.

Campus Dining

Students living in campus housing, except Two Rivers and Emerald Hill Apartments, are required to purchase a meal plan. Commuting students living off campus have the option of purchasing a meal plan. More information about APSU meal plans and dining locations can be found at www.dineoncampus.com/apsu.

Locations

Castle Heights: Knight Stand Market

Foy Fitness and Recreation Center: Courtside Café

Hand Village: The Hand Stand Market

Harvill Building/Bookstore: Subway

Sundquist Science Complex: Elements Café

Woodward Library: Starbucks

Eriksson Hall: Build

Burgerdipity

Morgan University Center: Einstein Bros. Bagels

Peay Pod Market
The Caf
The Food Court (Chick-fil-A, Papa John's Pizza, Tu Taco, Burger 931)

Meal Blocks

Meal Blocks are intended for use at the APSU Café; however Meal Blocks can also be used in our retail locations through the **Meal Exchange Option**. Meals can be exchanged for a cash allowance of up to \$6.25 per meal. Each time you use a Meal Block, it is subtracted from your weekly/term balance. Meal Exchanges are offered at all Chartwells retail dining locations. Weekly Meal Plan Blocks do not carry over from week to week and your weekly Meal Blocks reset every Sunday morning.

Plus Dollars

Plus Dollars is a “declining balance account” that works like a debit card. Use your Plus Dollars for drinks, snacks, a full meal, or to supplement any Meal Exchange purchase. Each time you make a purchase, the amount is subtracted from your Plus Dollars balance. Plus Dollars roll over from fall to spring semester, but not from one academic year to the next.

Meal Plans

There are a variety of options available. All students living in residential housing, except Two Rivers and Emerald Hill Apartments, are required to be on a meal plan.

Post Office

The University post office is located in the Morgan University Center and provides the same services as a regular post office. The APSU Post Office is able to accept cash, check, and all major credit/debit card. However, USPS Money Orders can only be paid for using cash.

Hours of operation are 8:00 a.m. – 3:30 p.m. Monday through Friday. While the Post Office will be open on federal holidays, no mail will be sent out. Mail can be dropped off, but will be held until the next day to be metered. It will be closed when the University is closed.

How do I address an envelope?

Your Name HERE P.O. Box _ _ _ _ 681 Summer Street Clarksville, TN 37044	Stamp Goes HERE
Full Name of Recipient Street Address, Apt. Number City, State, Zip Code	

Felix G. Woodward Library

All students at the ESL Institute will receive the same library privileges given to all APSU students. To set up your library account, go to the circulation desk which is on the left when you enter the library. They will need your APSU I.D. and A number, home address and phone number. To log onto library computers, see Campus Wireless/Library Computer Access on page 12.

Go to <http://library.apsu.edu> for more information and hours of operation.

Foy Fitness and Recreation Center (University Recreation)

Full-time students who have paid the PSF will have access to campus facilities. Other full-time and part-time students may enroll by paying \$101.85 per semester (two ESL terms) and filling out an application. The fee is \$101.85 per semester. Access includes group fitness classes, pool, climbing wall, fitness center, racquetball courts, indoor track, locker rooms, equipment check out, and more. (Some programs or services may require additional fees or requirements.)

For more information on the facilities, services, and programs as well as application forms and hours, please see www.apsu.edu/recreation.

Lost and Found

If you lose something, first check in the places you think you lost it. If there is a front desk in the building, check if they have a building lost and found. Most campus lost and found items, if not claimed, are turned in to the campus police in the Shasteen Building.

International Student Services and the International Student Organization (ISO)

The Office of International Student Services supports prospective and current international students by providing services to international students during the application process, after admission, while enrolled through graduation as well as while on OPT (Optional Practical Training) and STEM OPT.

The Office of International Student Services is in the International White House (325 Drane Street).
www.apsu.edu/international

The International Student Organization (ISO) is made up of both international students and students with international interests. The ISO's purpose is to broaden the intercultural vision of the university community and to promote international student participation and inclusion in university organizations and activities. The ISO holds many opportunities throughout the year where the ESL Institute students can get involved more in campus activities and events with other university students.

<https://apsu.campuslabs.com/engage/organization/international-student-organization>

APSU Policies

Students enrolled in the ESL Institute are considered APSU students and therefore should also follow APSU student policies. http://apsu.edu/policy/3s_student_policies

Smoking

All smoking is prohibited on the APSU campus, except in designated areas. A map showing official designated smoking areas can be found at www.apsu.edu/map.

Drinking and Drugs

Austin Peay State University strictly prohibits the use, possession or distribution of alcohol (beer, wine, liquor, etc.) and illicit drugs on the APSU campus, on property owned or controlled by APSU, or as part of any University activity.

In the United States, a person **must be 21 years old** to drink alcohol (beer, wine, liquor, etc.) legally. Underage drinking or supplying alcohol to an underage person are both crimes in the United States. It is also against the law to drink alcohol and drive.

At no time are illegal drugs permitted for use, possession, or sale.

Important Note: For F-1 visa students, arrests or convictions of DUI, DWI, or related charges (including drug arrests/charges) will cause cancellation of your visa. This means you may remain in the U.S. as long as I-20 form is valid, but if you leave the U.S., you will need to apply for a new visa to return.

Policy on Minors

Minors (any non-student under the age of 18) accompanying staff, faculty, students, or visitors on campus are not permitted in the classroom during class time.

Immigration and F-1 Visa Compliance

All F-1 visa students are responsible for maintaining their status in good standing. Each new F-1 student will receive the compliance document below and should review and understand each item. Students will sign this form at their registration appointment to certify that they understand the requirements and will fully follow with all regulations to remain in legal status.

What is difference between F-1 visa and I-20 form?

The F-1 visa (along with I-20 form) allows a student to enter the U.S. in student status. The I-20 form is proof that that student is enrolled in a program of study—that the student is a legal international student in the U.S.

The I-20 form is not a visa that can be used by itself for travel. To enter the U.S., students must have both a current valid I-20 form and valid, unexpired visa.

To remain in the U.S. legally, a student must have a valid I-20 form. If the visa expires, but the I-20 is still valid, the student may continue to stay in the U.S. with no problem. But if the student leaves the U.S., they will need a new visa to reenter the U.S.

Notes regarding program end date on I-20 form:

It is important that F-1 visa students know and remember the program end date on their I-20 form and ask for an extension when needed.

When a student finishes their study at the ESL Institute, they have 60 days from the program end date to:

- a. Transfer their I-20 record to another school/program (must have acceptance letter)
- b. Leave the U.S.

If students do not complete either of these options, they will be out of status.

Notice concerning the role and responsibility of the international student in the ESL Institute at Austin Peay State University to comply with U.S. Immigration laws and regulations

The following is a summary list of the major F-1 visa regulations. The complete statement is available in the ESL office or online at the ESL website.

It is critical that international students in F-1 visa classification maintain their legal status in the United States. Students must be aware of and follow the following:

- Maintain a valid passport at all times.
- Attend the college/university USCIS has authorized you to attend.
- Complete an official immigration transfer whenever you change educational institutions.
- Complete a full course of study.
- Attend at least 85% of classes and maintain a minimum GPA of 2.00 to maintain student status. Excessive absences, lack of participation and missing assignments will result in termination of the Form I-20.
- Submit a request for an extension 30 days prior to the expiration date of the Form I-20, if the student cannot complete the program by the end date.
- Apply for authorization before starting work of any kind in the United States.
- Report any change of address or residence and/or any change of name within 10 days of change.
- Notify ESL coordinator before traveling outside the U.S. to get a travel signature on I-20 form.

- Notify ESL coordinator of any accompanying dependents in F-2 status.
- Maintain adequate medical and hospitalization insurance during any terms of enrollment at the ESL Institute. Proof must be submitted by the end of the first week of classes.

Employment

Off campus employment for F-1 students without USCIS (United States Citizenship and Immigration Services) authorization is a violation of student visa regulations and will result in the student becoming out of status (termination of visa status). International students are permitted to work up to twenty hours per week on campus only. There are limited employment opportunities on campus and most jobs require a proficiency in English.

To check availability and requirements of any jobs go to www.apsu.edu/human-resources.

Health and Health Insurance

The state of Tennessee requires students to provide proof of immunizations and health insurance. These requirements may not be common in your home country, but they are necessary in the United States. Failure to submit these shall result in termination of student status.

Additional information is found on the Health and Insurance page of the ESL website (www.apsu.edu/esl/f1-students/health).

Immunization requirements

- proof of two immunizations against measles, mumps and rubella (MMR)
- proof of two immunizations against varicella (chickenpox) -- or documented proof from a healthcare provider of having the disease, or documented laboratory evidence of immunity to the disease. (*Unless born before January 1, 1980*)
- proof of a negative tuberculosis (TB) test based on a chest x-ray or skin test (this is in addition to the BCG vaccine). **Must be dated within 30 days of start of classes.**
- if less than 22 years old and living on campus, proof of a meningococcal vaccine (MCV4) within the past five years.

Health History Form

The state of Tennessee requires that all students entering the institution for the first time must also be informed about the risk of hepatitis B and meningococcal meningitis infections. Tennessee law requires that such students complete, sign, and return a waiver form to the ESL Institute.

Insurance Requirement

In the United States, health care costs can be very expensive. International students are often surprised by how very high a doctor's bill is for what seems to be a very simple treatment. You might also come from a country where healthcare costs are paid by the government, or where there are special rates for students. This is not the case in the U.S. – here, everyone pays for their own health care costs.

To assist with part of those costs, F-1 visa students attending state of Tennessee schools are required to have "adequate" medical & hospitalization insurance on themselves (and any dependents who are also here in the United States) as a condition of admission before each term of registration. This insurance must be maintained throughout enrollment.

- The insurance provides *partial coverage* for most injuries or illnesses suffered. It is not meant to be a full-coverage healthcare plan; it is not a complete system of care. However, it is very useful for reducing the cost of most treatments.
- Insurance may be purchased through the University; you may also purchase it separately but it should provide the same coverage, including “medical evacuation and repatriation” coverage should you need to return to your country.
- You will need to give a copy of your health insurance policy showing: your name, term of enrollment, verification of payment dates and coverage benefits.
- If you do not have appropriate coverage at registration you will be given information on how to enroll in the university’s student insurance program.
- ***If you have not enrolled in an insurance program before the first day of class, you cannot attend classes until this is completed. These missed classes will be counted as unexcused absences, which will affect your attendance record.***

Health/Medical Care and Hospitals

Doctors

If you need routine medical care (dental exams, physical exams, etc.) or need to see a doctor, you should make an appointment with a doctor’s office. If you make an appointment, you should schedule it when you are not in class. It is also important to keep your appointment and show up on time. If for some reason you are unable to keep the appointment, you must call the doctor’s office to cancel as early in advance as possible. Some doctors charge cancellation fees.

Hospitals

In the case of an emergency (serious accident, chest pains, appendicitis, broken bones, etc.), you should visit a hospital emergency room. There are higher charges for visits to an emergency room, so it is always a good idea to go to a clinic or other doctor when appropriate and possible.

Clinics (Walk-in Clinic)

Clinics provide basic medical service at a more affordable cost compared to hospitals. They can treat common, non-life-threatening conditions such as minor injuries like cuts, burns, and sprains, and minor infections, such as colds and fever, flu, sinusitis, sore throat, pink eye, earache, allergies, skin rashes and upset stomachs. Some may offer vaccinations, pregnancy tests, and routine physicals. Care is offered on a first-come/first-served basis.

Urgent Care Centers

Urgent care clinics/centers are like walk-in clinics but can treat more serious illnesses and injuries. They are usually more affordable than hospital emergency care series. Urgent care centers usually have extended hours and weekend services. They are staffed by physicians, can provide x-rays, administer IVs and treat minor and moderately severe trauma for non-life-threatening conditions such as broken bones or deep cuts.

Pharmacies

Pharmacies are often located in a drug store, grocery or other shopping store. They can also be standalone stores and buildings. Pharmacies are able to fill or refill prescription medicines, and many offer flu shots and other immunizations. Pharmacists cannot prescribe medicines, but they can advise and answer questions about prescribed medicines.

Many pharmacies also sell medicines that you do not need a prescription to buy. These “over-the-counter” medicines are frequently used for common illnesses such as colds and the flu, as well as minor aches and pains.

APSU Boyd Health Services

Full-time ESL Institute students who pay the Programs Services Fee (PSF) may use the campus Health Services facilities. Students will need to pre-pay for any services that are not free.

Location: Ard Building

Hours:

- Monday, Tuesday, Wednesday, Friday: 7 a.m. - 4:30 p.m. (closed noon-1 p.m. for lunch)
- Thursday: 7 a.m.- noon for provider visits, 1 p.m.- 4:30 p.m. for immunizations and administrative services
- Summer Hours: 7 a.m.-3:30 p.m. (closed noon-1 p.m. for lunch)

Costs: For ESL students who pay the ASPU Program Services Fees, an office visit is free. Lab tests, immunizations and medications will be billed to student. Boyd Health Services does not accept insurance.

Available services: acute and chronic illness care, allergy injections, immunizations, medication, labs, health screenings, education, family planning

Providers: Healthcare is provided by certified nurse practitioners, certified medical assistants, consulting physicians and a pharmacist.

Area clinics and hospital: For students who do not use APSU's health service facilities, there are a number of options for health care.

Hospital: Tennova Healthcare is the primary hospital and medical facility serving Clarksville and surrounding communities. It is located near Interstate 24, exit 4 at 651 Dunlop Lane, Clarksville.

phone: 931-502-1000

online: www.tennovamiddle.com

Clinics: Many other clinics, physicians' offices and dental clinics are available throughout the city. A few medical clinics which may be convenient to students include:

8th Street Clinic
215 Eighth St., Clarksville
931-503-0182

Doctor's Care
2320 Wilma Rudolph Blvd.
931-645-1564

Doctor's Care
2302 Madison St.
931-245-2400

Take Care Clinic, Walgreens
1954 Madison St.
931-552-8108

Take Care Clinic, Walgreens
1751 Tiny Town Rd
931-552-7464

Matthew Walker Clinic
230 Dover Road
931-920-5000; 931-648-1900

Premier Medical Group
490 Dunlop Lane
931-245-7000

American Family Care
1763 Madison St
931-245-2400

Urgent Team (Walk-In Urgent Care)
2147 Wilma Rudolph Blvd
931-241-4115

APSU Admission and ESL University Transfer Track

APSU admissions

ESL students who wish to transfer to Austin Peay as a degree-seeking undergraduate or graduate student must meet APSU admissions requirements, including English proficiency requirements (TOEFL-61, IELTS-5.5, or successful participation in University Transfer Track—see section below).

As a transfer student, you will need your ESL transcripts and a transfer verification form **in addition** to the regular international student requirements. As an ESL transfer student, you will need to submit all required application documents and forms to the ESL coordinator. The ESL coordinator will complete the transfer form and add the ESL transcript before sending everything as a complete application packet to the admissions office. This ensures that all required forms are correct and submitted on time so the application process goes smoothly and quickly.

For additional information about APSU admissions call 931-221-7661 or 1-800-844-2778 or go to www.apsu.edu/international.

University Transfer Track

ESL students who have excelled in their studies with APSU's ESL Institute and meet program requirements may receive a language proficiency score waiver when applying as an APSU degree-seeking student. Students have the option of taking the TOEFL or IELTS tests if they wish. Any student who does not qualify for the waiver must still meet the minimum language proficiency score requirements for admission (minimum TOEFL score of 61, IELTS score of 5.5).

Acceptance into University Transfer Track does not guarantee full undergraduate or graduate admission. Students would still need to meet all other admission requirements such as ACT/SAT/ACCUPLACER/GRE test scores, financial sufficiency statement, transfer verification form, transcripts and immunization requirements.

Application and Requirements for University Transfer Track:

The process has two steps. First, the student will apply/state their intent to participate at the start of the term. Second, the student will complete the process to apply to APSU as a degree-seeking student.

Step One Requirements: For acceptance by the ESL Institute into the University Transfer Track, students will meet the following requirements:

1. Request waiver by Week 5 of current term
2. No history of academic probation while at the ESL Institute
3. Maintained good academic standing at ESLI
4. Current GPA of 3.5 or higher.
5. May include additional documents for consideration:
 1. Test Results
 2. Application essay
 3. Oral Interview
 4. Two recommendation statements from instructors

If accepted, the student will be required to meet with the ESL coordinator to ensure understanding of requirements.

Step Two Requirements: For acceptance by APSU Admissions into the University, students will meet the following requirements:

- Student will submit an APSU application for admission and all required materials, including current financial sufficiency statement, ACT/SAT/ACCUPLACER test scores, transfer verification form, and transcripts by published deadlines.
- The ESL Institute will submit a language proficiency score and recommendation to Admissions office based on successful completion of University Transfer Track requirements:
 1. Minimum cumulative ESL Institute GPA of 3.5; maintaining good academic standing during time at the ESL Institute
 2. Timed written essay with a minimum score of 25 (out of 30).
 3. Speaking interview with a minimum score of 35 (out of 40).
 4. Two recommendation letters from ESL instructors.
 5. Minimum proficiency test score of 85 (or 5% increase may be accepted depending on initial score).
 - If taken more than once, the highest scores from each section (Listening, Grammar, Vocabulary, Reading) will be used to calculate the overall total score.

Application Process for University Transfer Track:

1. If student did not use joint ESL/undergraduate application when applying to the ESL Institute, student completes the APSU application for admission.
2. Student schedules a speaking interview and essay writing session with the ESL coordinator.
3. Upon completion of testing, the ESL coordinator will meet with the student to go over results and may also to check any remaining application requirements/documents.
4. The ESL coordinator will send a University Transfer Track recommendation form to admissions showing whether or not the student has sufficient language proficiency.

English Proficiency Testing

Most ESL students study to improve their English skills for admission to Austin Peay, and therefore must meet a minimum requirement on the TOEFL or IELTS test. You may take either test.

The APSU admission requirement is a minimum score of 61 on the TOEFL iBT and a minimum score of 5.5 on the IELTS Academic Test. Scores are generally available two to three weeks after the testing dates. Schedule your test so your scores are available in time for the Admissions Office to process your application. Register early for the testing location and date you prefer.

The TOEFL iBT test

The IELTS test

<p>To register online, go to: www.ets.org/toefl/bulletinreg You may also register by phone at (443) 751-4862 or (800) 488-6335.</p>	<p>The Academic test is the acceptable version. To register online, go to: www.ieltsregistration.org.</p>
<p>To have your scores sent directly to APSU, use the DI Code #1028 when registering.</p>	<p>To have your scores sent directly to APSU, be sure to list Austin Peay State University on the application section “Application to Recognising Organisations” Admissions Office Austin Peay State University Box 4548 601 College Street Clarksville TN 37044</p>

The testing center in Clarksville is located near the APSU campus: Prometric Testing Center (testing center #1011) 220 Forbes Ave. Clarksville TN 37040	The closest testing center to Clarksville is in Murfreesboro, TN: English Language Services (Centre ID US310) 820 Fairview Ave Room 212B Murfreesboro TN 37130
For more information, go to www.ets.org/toefl .	For more information, go to www.ielts.org .

Culture and Customs in the United States

Moving to the United States and attending a new school is a big adjustment in many ways. We cannot include information on everything, but we offer the following points to assist in your transition.

Adjusting to life in the United States

It is normal and expected for a person who has just entered a new culture or community to feel overwhelmed, excited, nervous, sad, frustrated or happy – sometimes all at once. Moving away from friends, family and the familiar surroundings of home is challenging in both positive and negative ways. Do not be alarmed or surprised if you find yourself feeling confused or frustrated as you make the big move and adjust to life in the U.S. Remember that you are not alone! There are several places on campus where you can seek help and support if you are feeling overwhelmed. You are encouraged to contact the ESL Institute and International Student Services with any questions or concerns. We are here to help students with this transition.

ESL Institute	931-221-6270	www.apsu.edu/esl
International Student Services	931-221-6400	www.apsu.edu/international
Student Counseling Services	931-221-6162	www.apsu.edu/counseling

Cultural Adjustment Stages

Adapting to a new culture is a continual process that lasts throughout your stay. It is important to hold on to one's basic values, while assimilating new cultural values as well. Understanding the adjustment process helps both international students and U.S. citizens accept cultural differences and the occasional feelings of alienation and frustration associated with the change.

1. **Honeymoon:** Exhilaration and anticipation characterize the “honeymoon stage” when individuals are generally fascinated with all that is new and are open to meeting new people. However, with enthusiasm to please they may nod or smile to indicate understanding when, in fact, they do not truly understand what is being said or done. When misunderstandings build, the individual is likely to experience the second stage of cultural adjustment.
2. **Hostility:** Frustration, anger, anxiety and sometimes depression take over during the “hostility stage.” The initial excitement is replaced by impatience with bureaucracy and the weariness of speaking and listening in English. At this point, people may display hostility toward people of the new culture and minor frustrations may grow into fear, mistrust and lack of interest in the new culture.
3. **Humor:** The “humor stage” follows when the individual begins to relax in the new culture and starts to laugh at minor mistakes and misunderstandings that previously caused headaches. This often occurs after the individual has gained friends and is better able to manage their new environment.
4. **Home:** The “home stage” occurs when the individual “feels at home” in the new culture yet retains allegiance to his/her home culture – gaining the ability to live successfully in both.

Survival Tips:

- Avoid being alone all the time or only communicating with friends from home. Talk to other people here in the U.S.

- Keep in touch with home. Use e-mail, texting, and social networking sites to stay in touch with family and friends at home. BUT don't only communicate with home. Make new friends here!!
- Keep your sense of humor.
- Go explore the campus, the city, and the region.
- Do not be afraid to ask questions if you do not understand something. Ask a friend WHY people do what they do.
- Do things you enjoy doing to relax.
- Go to events where you can meet people.
- Get help if you need it from family, friends, your instructors, the ESL Institute, Office of International Student Services, or Student Counseling Services.

Classroom Culture

- It is okay to ask questions or have discussions with your instructors, especially if you do not understand the class material. You should not be afraid to ask for help.
- Time management is an important skill to learn.
- Critical thinking should be learned. You should not copy answers from the Internet, your textbook, or your classmate.
- Independent thinking is valued in U.S. culture.
- Presenting ideas in class is expected—students will be called on or may volunteer to speak
- Students are usually graded on class participation, assignments, homework and exams.
- Informality is normal and all students are treated equally.
- Students should be responsible for themselves.
- Active classroom participation is expected.

General Advice

- Eye Contact: Americans tend to make eye contact when speaking. This shows respect when you are listening and shows you are truthful and trustworthy when you are speaking.
- Food: American food may be different from food in your home country. Do not be afraid to try new things. It is part of the fun of living in another country. It is okay to let people know if you have certain foods you cannot eat due to allergies or dietary restrictions.
- Cleanliness: Americans are very concerned about personal cleanliness of both their bodies and clothing. Some Americans might react negatively to those who do not bathe frequently, use deodorant, brush their teeth, or regularly wash their clothing.
- Polite Words: Use words and phrases such as “please”, “excuse me”, and “thank you”.
- Questions: In the U.S., asking questions is a way to show interest and is seen as a good way to learn. Students are encouraged to ask questions in class.
- Informal: American students are usually very informal in dress and social interactions. Students usually wear jeans and T-shirts and carry backpacks.
- Friendship: American friendliness (such as smiling and being sociable or helpful) can be confused with an invitation for a friendship. Americans are much slower to form *deep* relationships than first impressions may indicate. Respect for your privacy and concern about making you uncomfortable can make many Americans shy with international students, so you may have to make the first move.

Greeting People

“Informal” often describes social and even professional life in the United States. First names are often used. However with initial introductions, formal, or business situations, it is better to address someone as Dr., Mr., Mrs., or Ms., than by first name. Students in the U.S. generally use first names with classmates and last (or family) names with professors. “Hello” and “How are you?” are common greetings. “How are you?” is more of a greeting than a real desire to hear about another person’s well-being. In addition to a verbal “hello” or “nice to meet you”, a handshake is a standard form of greeting for both men and women.

Personal Space

In the U.S., people give considerable space between themselves and others. If a person backs away during a close conversation, that person is likely trying to re-establish a comfortable personal distance.

Personal Hygiene

People in the U.S. are concerned with personal cleanliness, bathing frequently and using plenty of soap and deodorant, but often not cologne or perfume on a daily basis. Although this might seem exaggerated by other cultural viewpoints, attention to personal hygiene is important for business and social success in the U.S.

Timeliness

Despite an emphasis on informality, *punctuality (being on time) is valued*. Americans do not like to wait. It can be considered rude to be late. Meetings, social functions, classes and other organized activities start within minutes of the established time. When specific times are given for events, Americans expect that everyone involved will be on-time or early. This applies to professional appointments as well as dinner with friends. If you will be late, it is expected that you will contact them to let them know you will be late or unable to meet them.

Social Interaction and Visits

Casual acquaintances are easily made and easily lost. Closer *friendships* result from repeated interaction between people and the sharing of mutual interests and activities. The key is to participate in informal conversations without letting insecurities of language ability prevent an attempt at friendship. Friendship is usually based on doing things in common—sports, studying, shopping, hobbies, etc. Because Americans are “doers,” it is helpful when trying to make friends to ask someone to do something with you: go out for a meal, to a movie, shopping, bowling, to a sports game, etc.

Informal social invitations can be easily misunderstood. People will occasionally say “stop by sometime” or “let’s get together” as a polite way of saying “goodbye.” This is more a form of speech than a literal invitation. However, either individual may initiate a closer friendship by calling to arrange a get-together. Gifts, such as flowers or a memento from one’s home country are appreciated but not necessary. Your host should be informed in advance of any dietary restrictions. It is acceptable to ask if anything contains ingredients that one cannot eat.

Holidays and Celebrations

Americans celebrate a variety of holidays throughout the year which mark secular, religious, international, or uniquely American events. Both public and private facilities close on some or all of these dates or have limited hours. For a list and brief description of major holidays in the U.S. go to www.usa.gov/citizens/holidays.shtml.

In addition, various ethnic and religious groups celebrate special days but they are not national holidays. The varied culture of the U.S. is celebrated throughout the year on these special days.

Following is a list of some holidays observed in the U.S. Holidays marked with an * are days when most schools, banks, businesses, and government offices are closed. Austin Peay State University is closed on some of these holidays, but remains open on others. For example, the university does not close on President’s Day, but other local, state, and federal offices do. Holidays when APSU does not have classes are marked with a ★.

January 1	New Year’s Day	* ★
Third Monday in January	Martin Luther King Jr. Day	* ★
February 2	Groundhog Day	
February 14	St. Valentine’s Day	
Third Monday in February	President’s Day	*
March 17	St. Patrick’s Day	
April 1	April Fools’ Day	
Friday before Easter	Good Friday	★

Second Sunday in May	Mother's Day	
Last Monday in May	Memorial Day	
Third Sunday in June	Father's Day	* ★
July 4	Independence Day	
First Monday in September	Labor Day	* ★
Second Monday in October	Columbus Day	* ★
October 31	Halloween	*
November 11	Veterans' Day	
Third Thursday in November	Thanksgiving	* ★
December 25	Christmas Day	* ★
December 31	New Year's Eve	

Other important dates

Second Sunday in March	Beginning of Daylight Savings Time
April 15	Deadline to file U.S. Federal Income Tax
First Sunday in November	End of Daylight Savings Time
First Tuesday in November	Election Day

Taking Care of Business in Clarksville

This section may be helpful if you need a local bank account, a cell phone, or a driver's license.

We have all experienced frustration when dealing with people. When this frustration is combined with international students' perceptions about the roles of office personnel in the United States, there can be serious misunderstandings. This can lead to anger, hurt feelings, and even greater difficulties in getting what you need. These guidelines can help you to have positive, productive interactions.

Guidelines for getting things done

- First, be respectful of all employees. In the United States, secretaries and receptionists are important people. They often have power to make decisions, and they may have the information you need.
- Second, remember that in the United States rules are often strictly followed, and procedures may not be negotiable. Arguing or demanding to see someone "in charge" will not often lead to success. It is more effective to explain exactly what you need or what kind of problem you have, and ask, "What do I do now?" or "Is there someone who could help me?" Even though employees usually can't "bend the rules" if they like you, they may put a little extra energy into solving your problem if you are polite.
- Third, if you follow procedures and instructions carefully, you can save a lot of time and energy. Many business procedures are done over the phone or via the Internet, making a personal visit unnecessary. Take the names and phone numbers of people you talk to, in case some delay or complication arises and you need further help.

(Adapted from American Ways by Gary Althen, University of Iowa. Excerpted from the handbook of The University of Minnesota.)

Social Security Number

What is the purpose of businesses wanting social security numbers?

The main use of Social Security numbers (SSN) by businesses and landlords is to check a person's credit history. International students usually do not have any credit history since they have recently moved to the U.S., so it is useless for businesses to run a credit check on a SSN or to even ask for a SSN.

Many businesses will say that it is a requirement to provide a Social Security number. However, this is not true. Social Security numbers are the most common form of identification in the U.S., but they are **not** the only form of legal acceptable identification.

Do I qualify?

In general, only noncitizens who have permission to work from the Department of Homeland Security (DHS) can apply for a Social Security number. Lawfully admitted noncitizens can get many benefits and services without a Social Security number.

There are only two valid non work reasons:

1. A federal law requires you to provide your Social Security number to get a particular benefit or service.
2. A state or local law requires you to provide your Social Security number to get general assistance benefits for which you have already qualified.

These are NOT valid non work reasons:

1. Applying for a driver's license.
2. Applying to rent/purchase a house or apartment.
3. Applying for a bank account.
4. Registering for school.
5. Enrolling in health insurance.

Where to go?

The Clarksville Social Security office is located at 119 Center Pointe Drive which is off Wilma Rudolph Boulevard between 101st Airborne Parkway and Trenton Road. From Wilma Rudolph Boulevard, turn onto Center Pointe Drive at the US Bank sign (red, white and blue sign).

Get a map, phone number and hours at

<https://secure.ssa.gov/apps6z/FOLO/fo001.jsp> (enter ZIP code).



For more information about Social Security numbers and regulations, see www.socialsecurity.gov/ssnumber

Banking

A bank account is required for many money related purposes in the U.S., including bill payment, rent, deposits, etc. We suggest that international students work with a main office location of their selected bank; some branch offices may not have personnel who are familiar with the requirements for international students. Banks may initially request a Social Security number (SSN) to open an account because it is the most widely used form of identification; however, international students are not required to have an SSN.

You will need your passport, I-20 form, and copy of recent I-94 (online at <https://i94.cbp.dhs.gov/I94>). Your APSU ID may be helpful for opening a student account or to receive any APSU student discounts. Proof of address may also be requested.

Some questions to ask when opening an account:

1. How much is the minimum deposit to open an account?
2. Are there monthly service charges?
3. What checking and saving options do you offer?
4. Is there a charge for checks and traveler's checks?
5. Do you offer online banking?
6. Do you offer international exchange for my currency?

Note: If you ever lose or have your checkbook or debit/credit card stolen or lost, you should contact your bank or credit card company **immediately**. This will limit your liability for any checks written or charges made to your account by another person.

The following list shows main office locations for some Clarksville area banks. Most are in or near downtown Clarksville, which is not far from the APSU campus. This list is not inclusive.

Bank of America	1811 Madison St.	931-553-2255
F&M Bank	50 Franklin St.	931-245-4274
First Federal Savings Bank	1430 Madison St.	931-552-6176
Fortera Credit Union	321 N Spring St	931-431-6800
Green Bank	1805 Madison St.	931-920-7040
Heritage Bank	130 Hillcrest Dr.	931-552-4325
Legends Bank	310 N First St.	931-503-1234
Planters Bank	325 Commerce St.	931-552-0654
Regions Bank	2155 Lowe’s Drive	931-648-2202
US Bank	1 Public Square	931-221-4320

Writing a Check

The diagram shows a check form with the following fields and callouts:

- 1:** DATE
- 2:** PAY TO THE ORDER OF
- 3:** Amount in numbers (next to a dollar sign)
- 4:** Amount in words (next to "DOLLARS")
- 5:** Signature
- 6:** FOR (purpose of the check)

The MICR line at the bottom is divided into three sections:

- Bank Routing Number:** 0123456789
- Bank Account Number:** 012345678901234
- Check Number:** 0123

- 1: Today’s date: date check is being written. Can be numbers (10/2/19 or 10-2-19) month/day/year or written out (October 2, 2019).
- 2: Name of person, company, business the check will be going to. Write full name with correct spelling.
- 3: Amount in numbers. For example: 245.76
- 4: Amount in words. Write out the dollar amount in words and the cents in figures, with a line and 100 under the cents. Start the first word as far to the left as possible. Fill in the extra space to the printed word “dollars” with a wavy line. For example: two hundred forty-five and 76/100 dollars~~~
 - If the amount written in figures and the amount written in words don’t agree, the bank will generally pay the amount written in words. Write both words and figures clearly.
 - If it is necessary to write a check for less than \$1.00, put a decimal point on the figure amount line between the printed dollar sign and the numbers, followed by the word “cents”. For example: \$.75 cents. On the line for the written amount, write the word “only” before the written amount followed by the word cents. Cross out the word “dollars”
- 5: Signature. Sign your name in ink exactly as you signed it on the signature card you filled out when opening your bank account.
- 6: Optional: Write the purpose of the check such as “ESL classes” or “Account #135489” or “July rent”

Write/print name vs. signature

Writing your name uses easy to ready (and easy to copy) letters.

Your signature should be your name written in a way that is harder to copy and is a unique way of representing your name. In English (and some other languages), most signatures use a form of cursive writing. Cursive connects letters together.

For example: Print: This is print.

Cursive: *This is cursive.*

A signature is most often used on official forms—bank checks, legal documents, credit card purchases, etc.

Getting a Cell Phone

Many cell phone companies require a contract that is divided into monthly fees. There are many different plans with different costs depending on the amount of included minutes and other features. Read the descriptions carefully. Some service providers offer a free cell phone with an annual contract. Plans vary from company to company, so check out their web sites to determine the best plan for you. Many plans include long distance calls as well as voice mail and caller ID. Some providers offer APSU student discounts.

Not all cell phones use SIM cards, so check with the carrier before purchase if you plan on using a SIM card phone.

Primary area companies offering cell phone service include (but not limited to):

AT&T	www.wireless.att.com
Verizon	www.verizonwireless.com
T-Mobile	www.t-mobile.com
Sprint	www.sprint.com
MetroPCS	www.metropcs.com
Cricket Wireless	www.cricketwireless.com

If you are going to be in the United States for a short time, you have some more options.

1. Use a CampusSIMS card (<https://campussims.com/us>). Available to students at registration and orientation.
2. Purchase a “Go Phone” or a prepaid phone. These types of phones can be found at merchandise stores such as Wal-Mart or Target.

Clarksville Information

Clarksville, Tennessee has a population of more than 150,000. Although smaller than many large international population centers, it still offers a wide variety of services and activities within easy travel distance. Located just 45 minutes northwest of the state capitol of Nashville, Clarksville is in the central part of the state (from east to west), a region commonly referred to as Middle Tennessee.

Clarksville is also home to the U.S. Army’s 101st Airborne Division (Air Assault), based at nearby Fort Campbell, Kentucky.

Some primary points of interest are mentioned here. To learn more about Clarksville try these links:

- www.clarksville.tn.us
- www.clarksvilleonline.com
- www.theleafchronicle.com
- www.mcgtm.org/mayor

Transportation

Public transportation is limited in Clarksville, particularly when compared with many large metropolitan areas around the world. Significant public transportation systems are only found in the largest metropolitan areas in the U.S. and residents of most other cities and urban centers rely primarily on their own vehicles for traveling and commuting. Clarksville does, however, offer bus service and some taxi services.

Clarksville Transit System

Most CTS buses run from 4:30 a.m. until 9:00 p.m., but not all routes will start that early or continue that late. Buses run less frequently on Saturdays, may have reduced service on official holidays. There are no service on Sundays. All buses leave from and return to the Transit Center (200 Legion Street, Clarksville).

Go to www.ridects.com/routes for details on fares on routes around Clarksville.

Bus stops are marked with brown CTS signs on the side of the road. Buses will display their route numbers, names and their final destination in a lighted sign above the windshield. Signal the bus driver to stop by standing or waving as the bus approaches.

Peay Pickup: APSU partners with CTS to provide students who have paid the PSF, faculty and staff with free transportation around campus via The Peay Pickup and free transportation around town on the CTS buses. More details are available at www.apsu.edu/police/bus

Taxis

If you need a taxi in Clarksville, you must call for one. Driving after drinking alcohol (DUI or Driving Under the Influence) is a serious offense and strictly prohibited in the United States! International students on F-1 visa also risk cancelation of visa if arrested for DUI.

Call for a taxi if you need one, designate a sober driver or arrange alternate transportation.

Some area companies:

ABC Cab	101st Airborne Cab	Call First Cab Co.
931-802-6622	931-431-3030	931-217-5033

Uber and Lyft are also available in Clarksville. App available for iOS, Android and Windows phones. Or use online mobile website at www.m.uber.com or www.ride.lyft.com.

Car/Automobile

In the Clarksville area, most people travel around by driving their own car. All drivers must follow local traffic laws—not knowing the law is not an excuse to get out of a ticket or fine.

Some general traffic laws: (These are NOT inclusive—please see the driver license manual for complete listing of laws: www.tn.gov/dlpractice)

- Drivers are responsible for making sure all passengers follow the laws.
- Drivers and passengers must wear seat belts (both shoulder and lap belts) when riding in the front seat.
- Children 8 years and under and less than 4 feet 9 inches must be in an approved child seat.
- Do not hold/use your cell phone for any reason while driving (use voice-to-text or a hands-free device).
- Obey speed limits.
- Headlights should be on 30 minutes after sunset to 30 minutes before sunrise or whenever conditions make it hard to see at least 200ft ahead, or when windshield wipers are used. High beams should not be used within 500ft of another vehicle.
- In Clarksville, U-turns are illegal on most roads and intersections.
- Do not park on side of street facing traffic, within 15 feet of a fire hydrant or within 30 feet of an intersection.
- Do not pass a stopped school bus (lights are flashing) from either direction.

- Pay attention to reduced speed limits near schools and work zones.
- Be careful when turning right on red—sometimes not allowed.

Applying for a Tennessee driver's license

F-1/J-1 students who will be in TN for more than 30 days and plan to drive a car should obtain a Tennessee driver's license from the Tennessee Driver Services.

- You *do not* need to have a Social Security number to get a driver's license if you have an F visa.
- Wait until at least 10 days after you have entered the country.
- Check with the ESL coordinator to ensure your SEVIS record is in active status. You should wait 2 days after your record has been activated.
- Request a letter from the ESL coordinator.
- Bring your passport, I-20, I-94, Social Security Affidavit form, and two proofs of Tennessee residency (for acceptable forms of proofs see www.tn.gov/safety/driverlicense/dlproof.shtml).
- Be ready to take the vision, written and road driving tests and pay the fee for the license.
- Be prepared for long lines at the driver's license office. Make an appointment for road driving tests to help reduce the wait time, but remember you can only take the road test after you have passed both the written and the vision tests.
- For more information and directions to the Clarksville office or to make an appointment online, go to www.tn.gov/safety/article/montgomery
- A practice test for the written part and link to driver license manual can be found at www.tn.gov/dlpractice

The Clarksville Driver Services Center is located at 220 West Dunbar Cave Rd, Clarksville.

Hours: Monday to Friday, 8:30 a.m. to 5:00 p.m.

Phone: 931-648-5596

Do I have to get a TN driver license if I have an international driving permit (IDP)?

The *IDP is not a driver's license* and does not give official permission to drive in Tennessee under the same regulations and rules that a Tennessee driver's license does. The IDP, by itself, is not valid for driving in the USA; it is only an official translation of the foreign driver's license and must be accompanied by the actual valid, unexpired driver's license given to the foreign visitor by his or her home country. All IDPs used in the USA (including Tennessee) must be translated into English.

Automobile insurance

Tennessee law requires that drivers be able to pay for damages resulting from accidents they may cause. This can be done by buying automobile liability insurance. Liability insurance pays to repair or replace the other driver's car and pays other people's medical expenses, but often does not pay to repair or replace your car or for your injuries. If you are caught driving without insurance, the penalty can be very high. Please do not drive without liability insurance.

Vehicle registration

All automobiles in Tennessee must have a current registration sticker on the license plate. Registration stickers are issued by the county clerk office and must be renewed every year.

The Montgomery County Clerk's office is at 350 Pageant Lane, Suite 502

Hours: Monday to Friday, 8 a.m. to 4:30 p.m.

Phone: 931-648-5711

Motorcycles

Motorcyclists must obey the same rules as automobile drivers, including the purchase of liability insurance, and drivers and riders must wear a helmet that meets the federal standards as well as wearing proactive goggles or glasses. Motorcyclists must hold a valid motorcycle (Class M) driver license. This requirement also applies to operators of motor-driven cycles and mopeds over 50cc. Anyone with a valid Tennessee driver license may operate a motorized bicycle that is 50cc or less and no endorsement is required on the driver license.

- To receive a Class M license, you must pass a vision test, written exam and a skills/road test.
- Information about the test and written exam can be found at www.tn.gov/safety/topic/classm
- If you currently hold a valid Tennessee driver license and bring a certificate of completion from a Tennessee Certified Motorcycle Rider Education Program (MREP) you shall be exempt from taking the motorcycle knowledge and skills/road test at the Driver License Service Center.

If you are stopped by the police

- Move your vehicle safely to the right edge of the road as soon as possible and stop.
- Turn the engine off, and activate the hazard warning lights.
- Remain in the vehicle and lower the driver's window.
- Wait for the officer to issue further instructions. Do not get out of car.
- Be respectful.
- Follow the instructions of the officer.
- The officer will usually ask to see your driver's license, vehicle registration, and proof of insurance.
- Require all occupants to remain in the vehicle unless otherwise instructed by the officer.
- Give the appropriate signals and safely return to the proper lane of traffic when released by the officer.

Note: It is a crime to give a false or untrue name to a police officer if you have been lawfully arrested or detained.

If you are involved in an accident

If you are driving a vehicle that is involved in an accident, you must immediately stop as close as possible to the scene of the crash. Try not to block traffic any more than is necessary. The police should be contacted immediately if anyone is injured or if the vehicles involved cannot be driven safely.

Remain at the crash until you:

- Give your name, address, vehicle registration number, and insurance information to anyone who was involved in the crash;
- Record the name, address, vehicle registration number and insurance information of other driver(s) involved in the crash;
- Show your driver license to any person injured or the other driver(s) involved in the crash; and
- Provide reasonable assistance to any person injured. This includes transporting or making arrangement for transporting the person to a doctor or hospital for medical treatment.

Note: Failure to stop and comply with the above requirements is a serious offense!

If you are involved in a crash where the other driver does not stop (hit and run), report this incident to the police as soon as possible.

If you are driving a vehicle that collides with and damages an unattended vehicle, you must immediately stop and:

- Attempt to locate the owner of the unattended vehicle and give that person your name and address or,
- Leave a written note giving your name and address and the circumstances of the collision.
- Securely attach this note to the damaged vehicle in a plainly visible location.

Shopping

Shopping: Returns

You should find out the store's policy for returning items before you make a purchase. Most stores will allow returns provided that: (1) you have a receipt for the items you want to return; (2) not too much time has passed since you purchased the items; (3) the items are in their original condition. Some stores only allow exchanges, not refunds.

Bargaining

In the United States, bargaining (talking about how much you want to pay) is not generally practiced in stores except for expensive purchases such as cars and appliances.

Clothing sizes

Clothing sizes can vary between brands and styles, so most people try on clothes before they buy them. Clothing stores will have dressing rooms where you can try on as many items as you wish until you find what you are looking for.

Sales tax

A state/local sales tax of 9.5% is added to the purchase price of items, except for unprepared foods and food ingredients, bought in Clarksville. Unprepared foods and food ingredients, such as found in grocery stores, has a sales tax of 6.5%. Note: Wine and liquor/spirits (both in restaurants and in store) have a higher sales tax (additional 15%).

Restaurants and tipping

In the United States, tipping is a usual practice in restaurants. The tip (money placed on the table for the waiter at the end of the meal or written on credit card receipt) is usually 15% - 20% of the total bill. The cost of the tip is not usually included in the total amount of the bill. Tipping is not necessary at fast food restaurants. It is considered very rude to not tip at a restaurant.

Things to Do

Theatre	Roxy Regional Theatre	www.roxyregionalthatre.org
Cinema	Carmike Governor's Square 10	www.carmike.com
	Regal Clarksville Stadium 16 and RPX	www.regmovies.com
Library	Clarksville Montgomery County Public Library	www.clarksville.org
Museums	Clarksville Montgomery County Museum	www.customhousemuseum.org
	Don F. Pratt Museum	www.fortcampbell.com/pratt.php
Newspapers	<i>The All State</i>	www.theallstate.org
	APSU's campus newspaper	
	<i>The Leaf-Chronicle</i>	www.theleafchronicle.com Clarksville's primary newspaper
Events	<i>The Tennessean</i>	www.tennessean.com Nashville's major newspaper
	Jazz on the Lawn	www.beachavenwinery.com Free outdoor jazz concerts on Saturday evenings from May through October
	Movies in the Park	www.cityofclarksville.com/movies Free outdoor movies shown in park from May through October
	Downtown Market	http://clarksvilledowntownmarket.com Free outdoor market Saturday mornings from May through October

Riverfest www.clarksvillerverfest.com
A music and fine arts celebration held in September each year

Destinations Dunbar Cave State Park www.tennessee.gov/environment/parks/DunbarCave

Historic Collinsville www.historiccollinsville.com

Land Between the Lakes www.lbl.org
A designated national recreation area (camping, hiking)

Fort Donelson www.nps.gov/fodo
A U.S. National Park Service museum and national cemetery

Regional Professional Sports Teams

Football Tennessee Titans www.titansonline.com
Atlanta Falcons www.atlantafalcons.com
St. Louis Rams www.stlouisrams.com

Baseball Nashville Sounds <http://nashvillesounds.com>
Atlanta Braves <http://atlanta.braves.mlb.com>
St. Louis Cardinals <http://stlouis.cardinals.mlb.com>

Basketball Memphis Grizzlies www.nba.com/grizzlies
Atlanta Hawks www.nba.com/hawks

Ice Hockey Nashville Predators <http://predators.nhl.com>
Atlanta Thrashers <http://thrashers.nhl.com>
St. Louis Blues <http://blues.nhl.com>

Soccer Nashville Soccer Club <http://www.nashvillesc.com>

Middle Tennessee and Other Regional Destinations

Clarksville is centrally located and within light travel distance of a number of shopping, entertainment, outdoor activity and historic venues, all providing a different taste of life and culture in the United States.

Nashville, the State Capitol: For more about Nashville see: www.visitmusiccity.com

Tennessee Performing Arts Center (TPAC) www.tpac.org
Tennessee State Museum www.tnmuseum.org
Frist Art Museum www.fristartmuseum.org
Country Music Hall of Fame www.countrymusichalloffame.com
Adventure Science Center www.adventuresci.com
Grand Ole Opry www.opry.com
The Hermitage www.thehermitage.com
Schermershorn Symphony Center www.nashvillesymphony.org
Belle Meade Plantation www.bellemeadeplantation.com
Cheekwood Botanical Garden and Museum www.cheekwood.org
The Parthenon www.parthenon.org
Historic RCA Studio B <http://studiob.org>

Kentucky

National Corvette Museum www.corvettemuseum.org
Kentucky Down Under www.kentuckydownunder.com

National Parks:

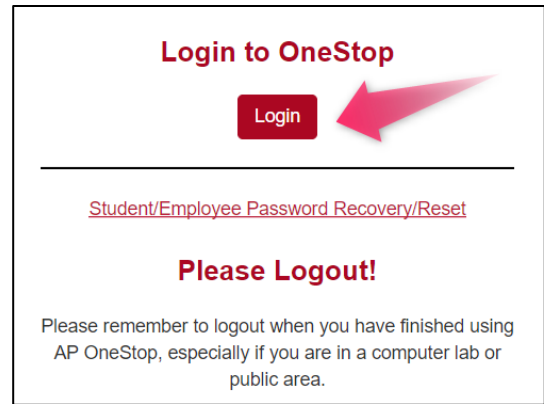
The Great Smoky Mountains: www.nps.gov/grsm

Mammoth Cave National Park: www.nps.gov/macn

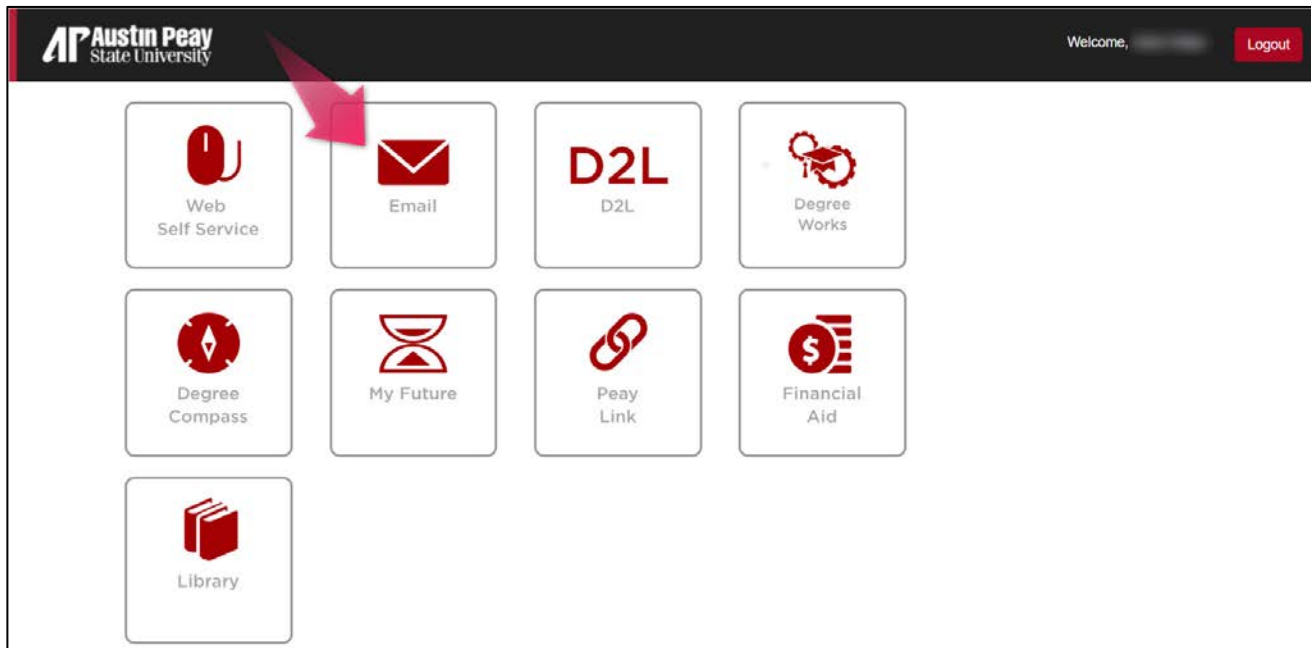
APPENDIX A: APSU email

(First-time set up and forwarding to another email account)

1. Log into your APSU OneStop account.
onestop.apsu.edu
Your username is provided in your welcome email.
Your **DEFAULT** Password will be Ap + your date of birth (MMDDYY)
For example, a student born on June 17, 2004 would have the default password “Ap061704”.

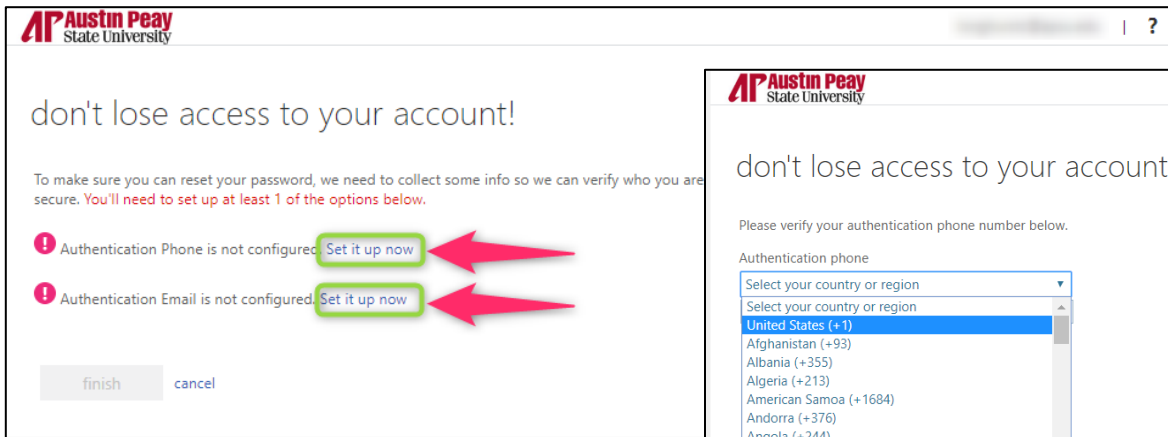


2. Click on Email.



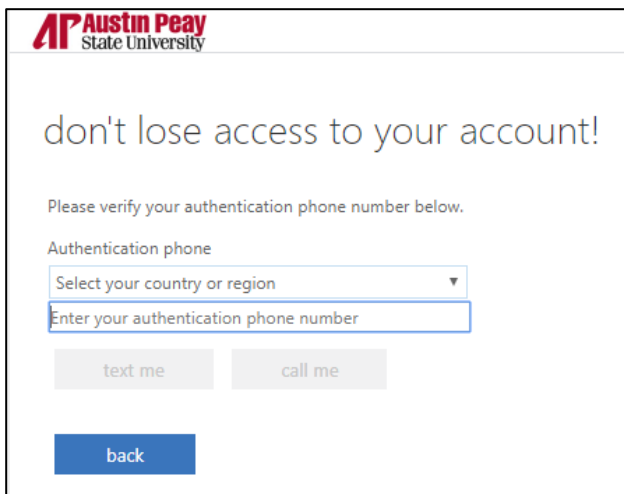
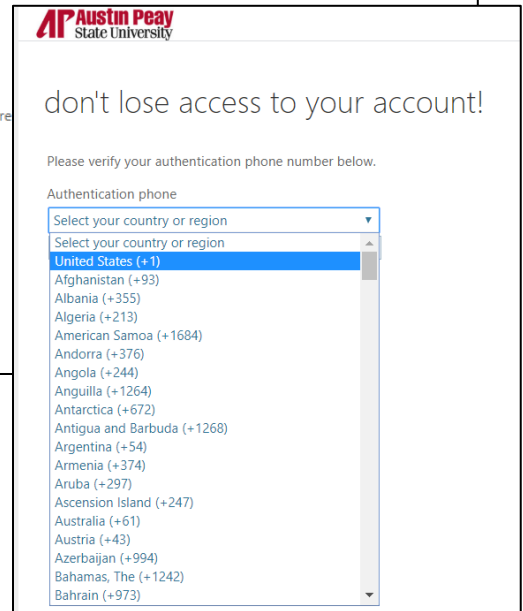
3. More information required: Click “Next”
4. Add phone or other email that can be used to reset your password.
 - Go to Step 5 for adding phone number

- Go to Step 6 for adding email.



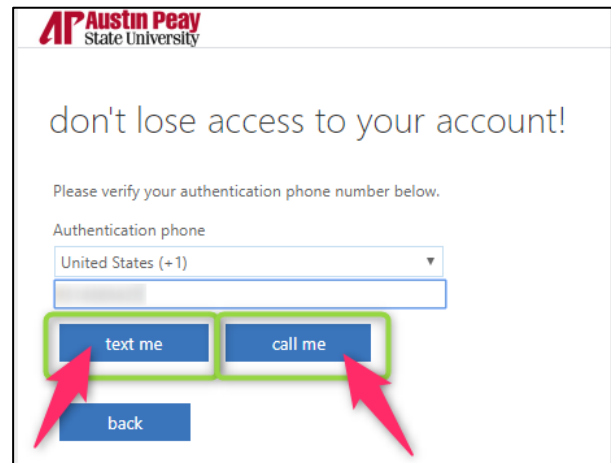
5. Phone number:

- Choose country/region from the dropdown menu (i.e. United States (+1)).
- Enter your phone number



Verify your account:

- Choose “text me” to receive a text message.
- Choose “call me” to receive a phone call.



- If you choose “text me”, you will receive a text message with a code. Enter the code in the box, then click verify.

- If you choose “call me”, you will receive a phone call. When you answer the phone, you will be asked to push the pound key (#) to confirm the verification.

You should now see a green check and the phone number listed. If you wish to also add an email, click “Set it up now”

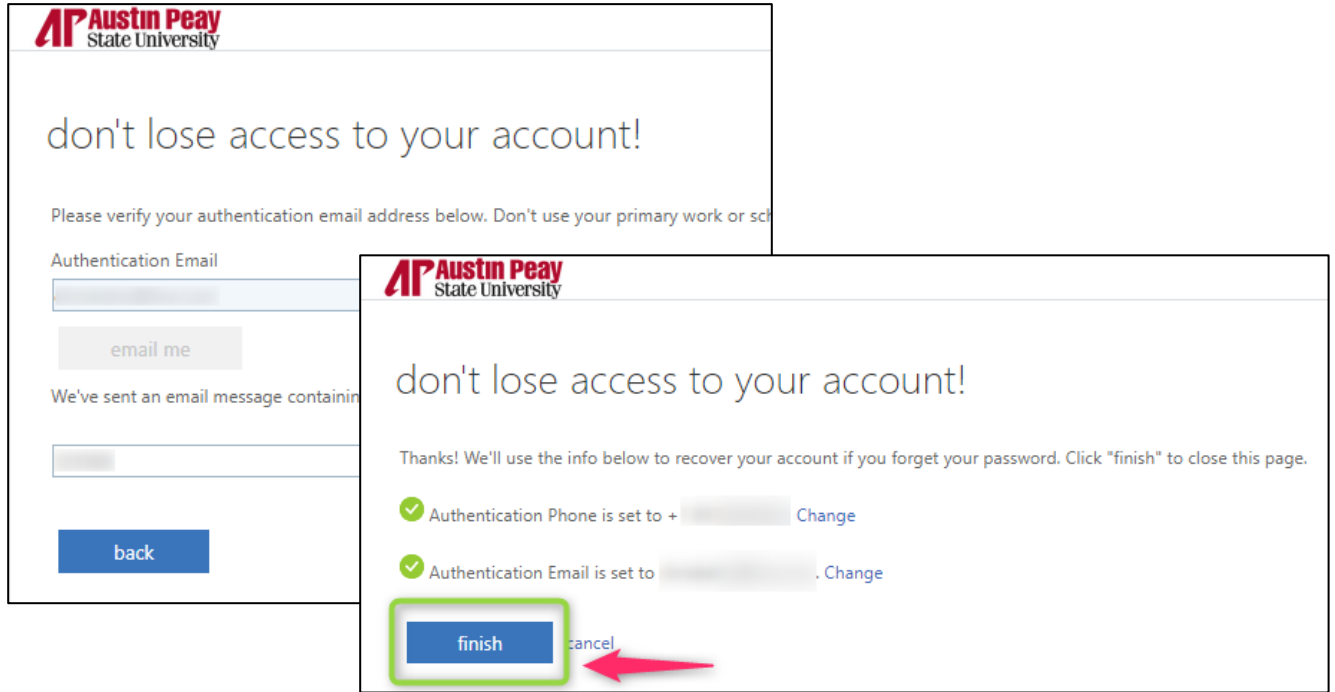
OR

Click “finish” if you do not want to add an email.

6. Email

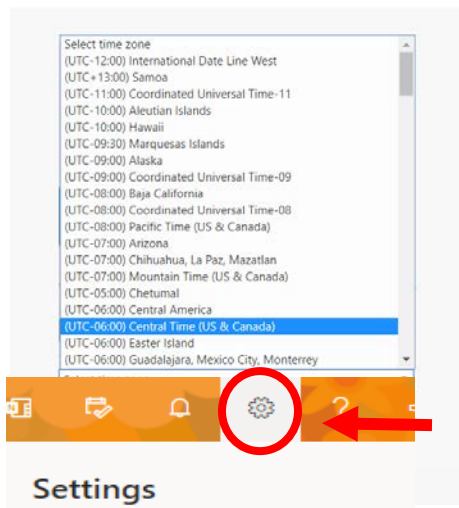
- Enter your email address and click “email me”
- Do not use your APSU email address here.

You will receive an email with a verification code. Enter the code and click “verify”.



7. You now have finished the verification process. Click “finish”.

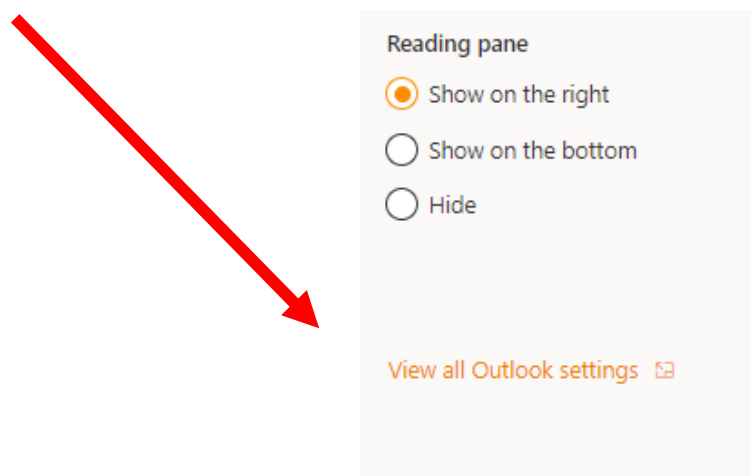
8. Choose language and time zone, then click Save



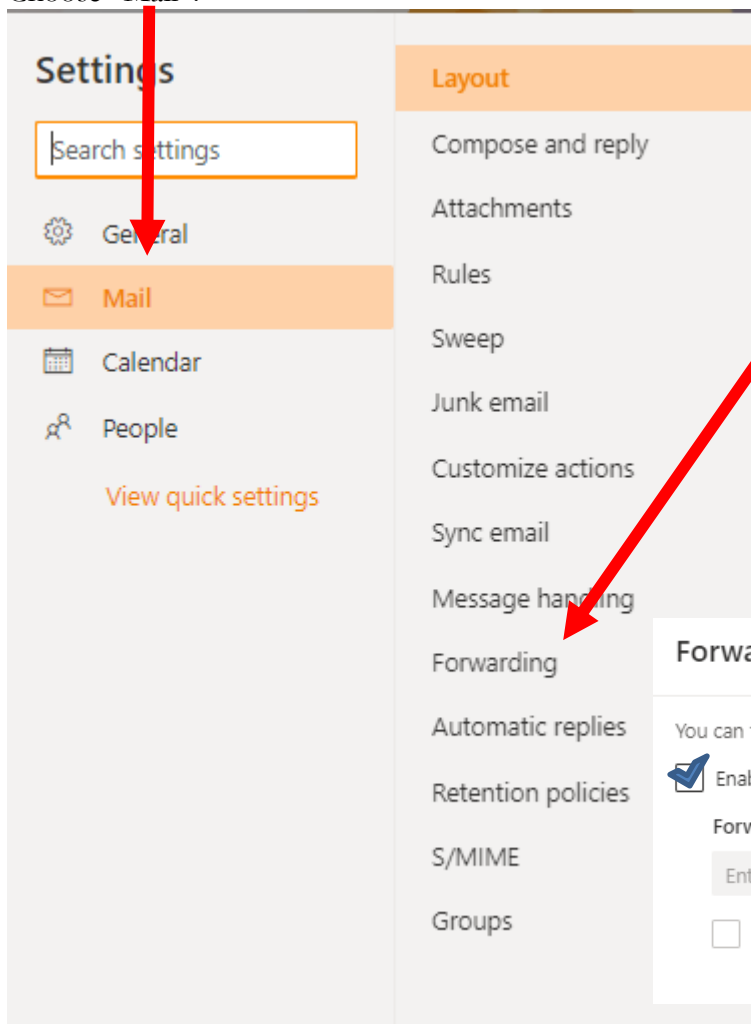
Your APSU email is now set up and ready to use!

Forwarding APSU email to other email:

Click on the settings option in the top right of the screen. Click “View All” at the bottom.

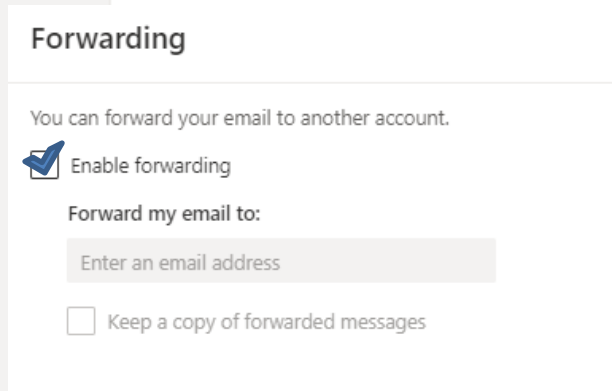


o Choose "Mail".



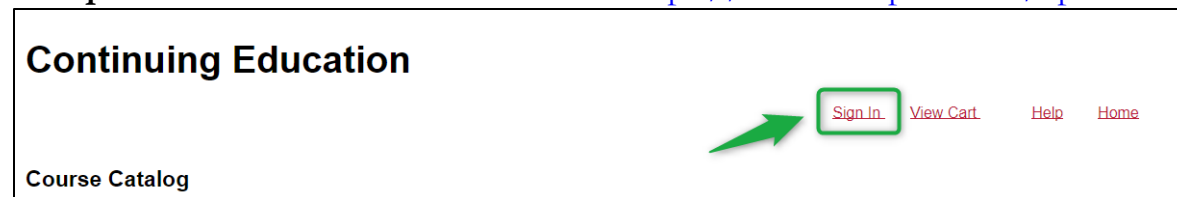
o Select the "Forwarding" option.

o Click "Enable forwarding" and enter the email address you want the emails forwarded to; click save.



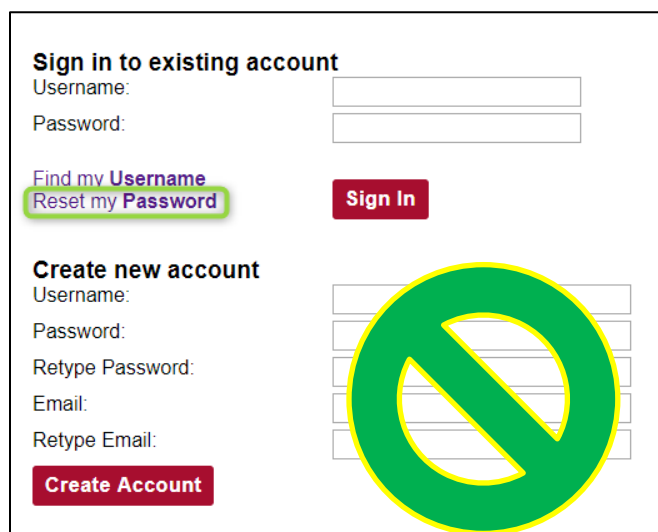
APPENDIX B: CampusCE Guide (for grades, receipts, and online registration)

Campus CE: Student Access for Grades: <https://www.campusce.net/apsu>



Can go directly to the sign in page at: <https://www.campusce.net/apsu/account/signin.aspx>

If you have not signed in to Campus CE before, please choose “Reset my Password”.



Your username is the same as your APSU OneStop username

Your email is your APSU email address.

If you have signed in before, use the same username and password you used before.

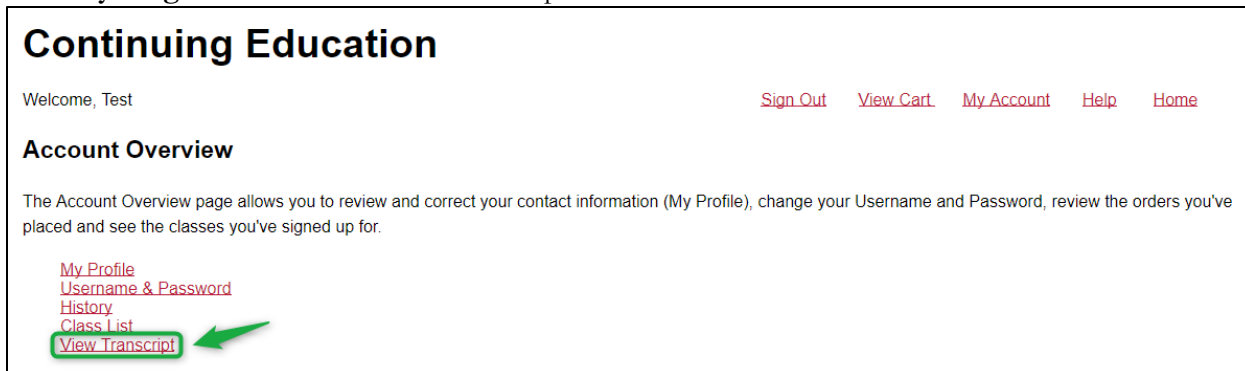
Do not create a new account. You already have an account if you were enrolled in classes

A temporary password will be sent to your APSU email. Use this password to sign in.

Once you reset your password (if needed) and sign in, choose “My Account”.



To see your grades: Choose “View Transcript”



You should then see a list of your classes and grades (if submitted by your instructor). If there is no grade, your instructor has not yet submitted your grade, so you will need to check later.

APPENDIX C: Campus Printing

Pharos Print Manager (from: apsu.edu/helpdesk/pharos-faq#Library)

Pharos username and password is the same as your OneStop login.

All student-use printers in the Library are accompanied by a Pharos print release station. A print release station consists of a computer and a printer. Currently, there are eight Pharos print release stations in the Library. These release stations allow you to release a print job(s).

Below are different ways (directly from computer in library, through web portal, or by email) to send a print job(s) to Pharos and release them at the print release stations in the Library. *Students must have a valid APSU ID issued to them to be able to print.*

- **“File” --> “Print”:** When you print a document from within a program (e.g., Microsoft Word, Excel, Adobe Reader, etc.), click “File” and “Print”. A default printer named “Library on APMYPH1” is installed on all student-use computers. When you print, make sure that this print is selected. Once you have sent a print job to the printer, you will be able to release it from ANY Pharos print release stations in the Library. See instructions on page 44 on **“How to Use the Pharos Print Release Stations”** to release a print job(s).

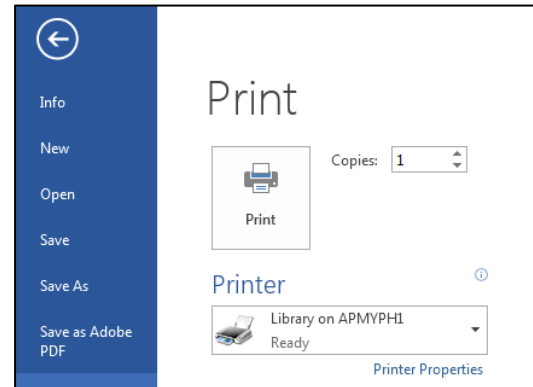


Figure 1: Print

- **Upload a document(s) through Pharos Web Portal:** Login to Pharos Print Center (or a web portal) at www.myprintcenter.apsu.edu and upload a document(s) and manage print queues. After you upload a document through Pharos web portal, you will be able to release it at any of the print release stations in the Library. Most standard file formats are supported for uploading to Pharos through the web portal. Students using personal or library laptop computers may use this option for printing documents in the Library.

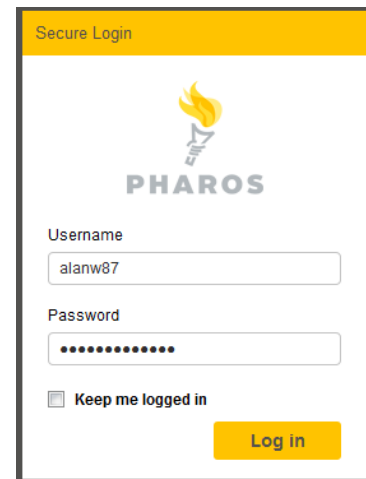


Figure 2: Web Portal Login

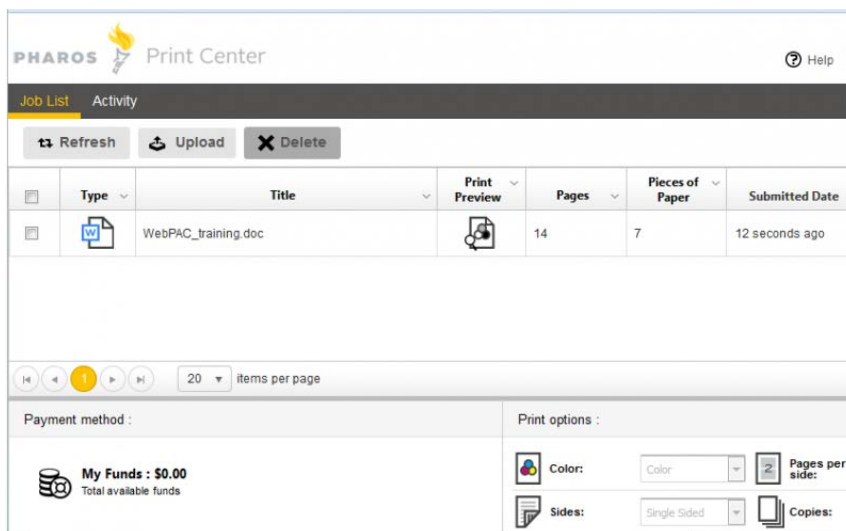


Figure 3: Pharos Print Center

See instructions on page 44 on **“How to Use the Pharos Print Release Stations”** to release a print job(s).

- **Email Attachments:** You can forward a document(s) as an email attachment(s) to bw@apsu.edu from your APSU email account to print to Pharos. Once the email attachment is submitted to Pharos, the sender will receive an email confirming a list of submitted documents which are ready to be released at any Pharos print release stations. You can use this option to send a document to Pharos from anywhere and release it at the library's release stations.

See instructions on page 44 on “**How to Use the Pharos Print Release Stations**” to release a print job(s).

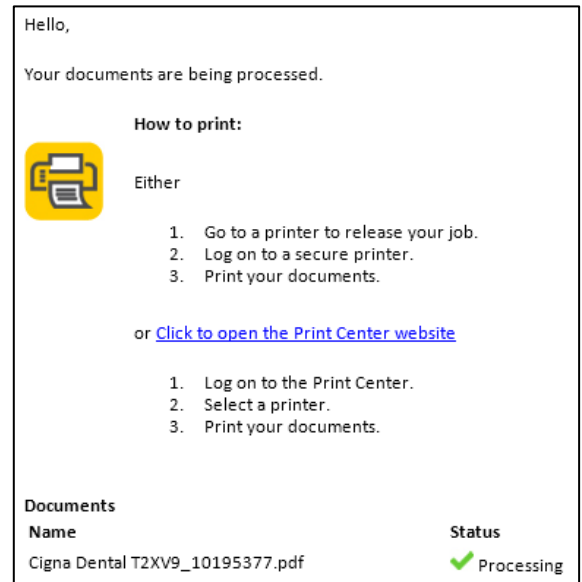


Figure 4: Example of Email notification

- **Pharos Print App:** You can download the Pharos Print app from the iTunes App Store for Apple devices or from the Google Play App Store for Android devices (by searching the app stores for Pharos Print). After downloading the app, you need to configure it by entering the server name **myprintcenter.apsu.edu** and the port number **443** in the app configuration. Then, use your username and password to login.

The Pharos Print app will allow you to edit printing options, preview, and delete print queues already submitted to Pharos Print Center. Not all apps will support, but for those that do, select the “Open in” option, then find “open in Pharos”.

Note: You will not be able to upload new documents for print from your Apple (iOS) device.

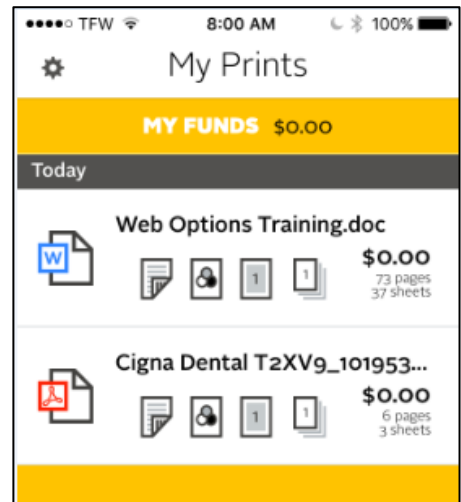


Figure 5: Pharos Print app

How to Use a Pharos Print Release Station

1. Go to one of the Pharos print release stations in the Library and release your print job(s). All students must have a valid APSU ID card issued to them.
2. At a release station, swipe your Govs ID card or enter your login and password to identify yourself and release a print job(s). Two release stations in the Library use keyboard logon while the rest use card logon to release print jobs. You need to swipe your ID card at one of the card Logon release stations (numbered “**Printer 2**” thru “**Printer 6**”); but if you do not have your ID with you, you can login to Pharos with your username and password at the release stations (numbered “**Printer 1**” and “**Printer 7**”).

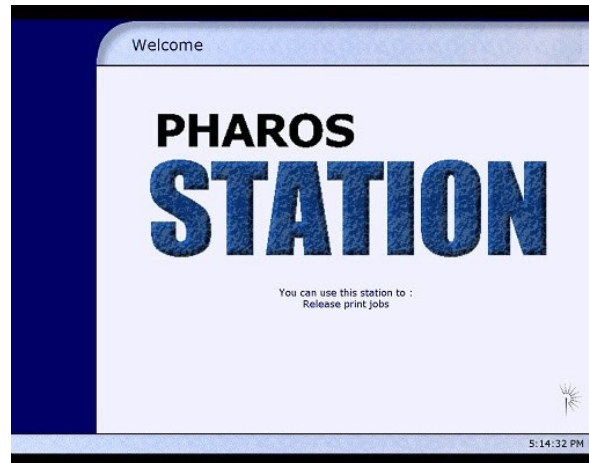


Figure 6: Pharos welcome screen



Figure 7: Pharos card swipe screen—printers 2-6



Figure 8: Pharos keyboard logon screen—printers 1 and 7

3. When you log in to a Pharos release station, you will see the document pending to be printed on your account. Select the document(s) individually and then click “Print” on the bottom right-hand corner. The document will print at the printer. Pick up your document(s) and click “Logoff” at the bottom left corner when you are done.

Note: Your document will remain in the print queue for two hours; and after two hours it will be purged from the queue and you will need to resend the job to the printer.

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