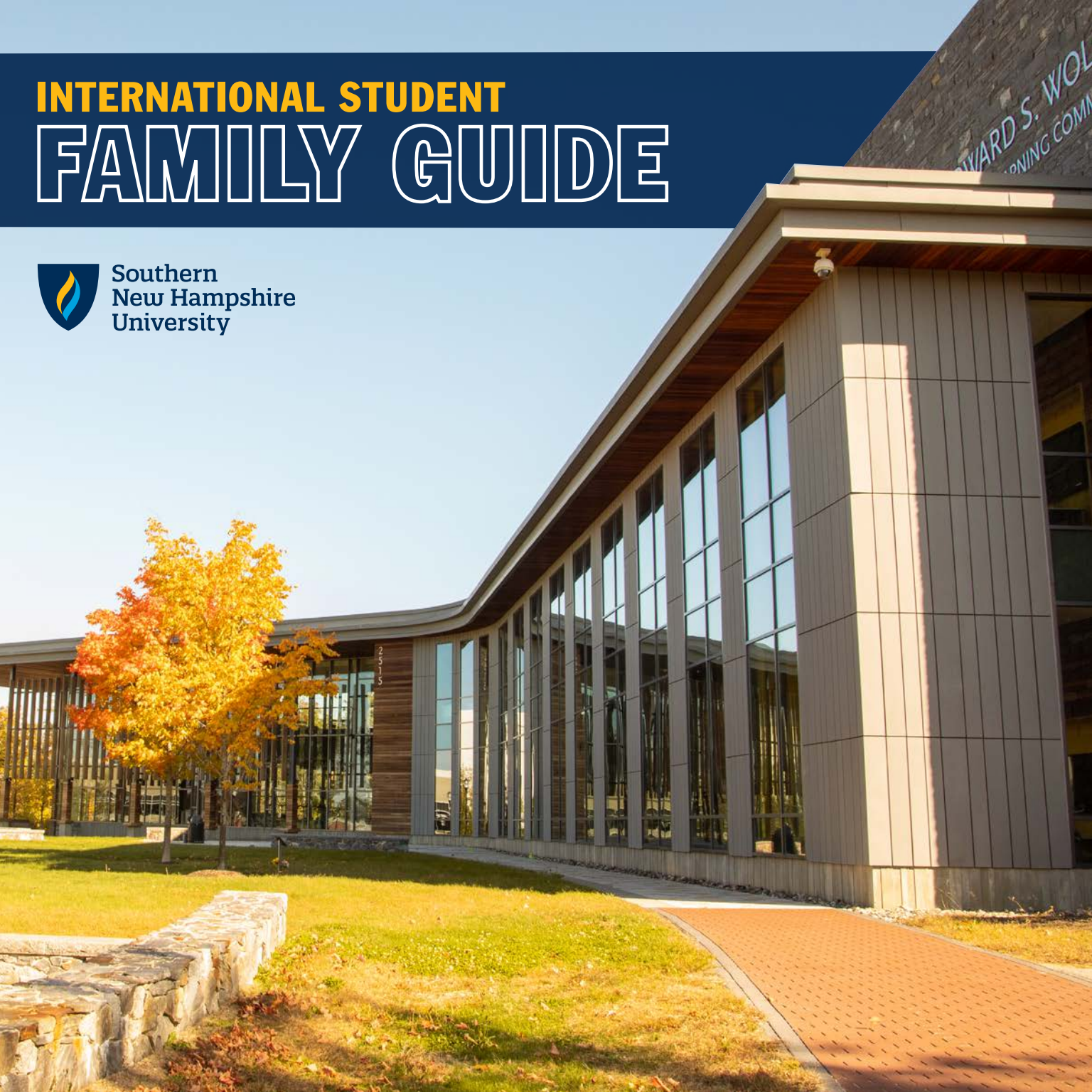


INTERNATIONAL STUDENT FAMILY GUIDE



Southern
New Hampshire
University





WELCOME!

Southern New Hampshire University welcomes you and your family to the United States. This guide will provide important information to help make your transition easier. We are happy to offer advice related to connecting with our community, adapting to life in New Hampshire, acquiring health insurance and navigating U.S. immigration regulations. If you have any questions, please feel free to reach out via intlwelcome@snhu.edu.



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CHECKING IN AT SNHU

Before arriving, you will receive details about new student check in, orientation and opening. At check in, you will be given important information and a list of tasks to complete before classes begin.

Please remember to bring important immigration documents for you and your dependents. If you have questions, please email the International Student Services (ISS) team at intlwelcome@snhu.edu.



FINDING OFF-CAMPUS HOUSING

If your family will be joining you in the U.S., you will need to look for off-campus housing. When looking for housing, we recommend starting your search before you arrive in the U.S., or before your family joins you. Factors to consider include:

- ▶ Rental costs
- ▶ Whether utilities are included
- ▶ Proximity to SNHU, access to public transportation and transportation costs
- ▶ Access to things like on-site laundry, a gym, a playground or a pool
- ▶ Local schools

We recommend making an appointment with the property manager to visit the property in person once you arrive. We don't recommend wiring money to a landlord prior to your arrival. You may need to visit a few places before you secure housing, so try to arrive a few weeks before the start of your program. Remember to reserve temporary accommodations at a local hotel so you have a place to stay while you look. To get a sense of costs, availability and housing options, some helpful resources include [realtor.com](https://www.realtor.com) and [apartments.com](https://www.apartments.com).

For more detailed information about housing, see the Housing for International Students section on the SNHU website. You can also contact SNHU's public safety office who can provide information about the Manchester area. They can be reached via WhatsApp (1.603.851.4931), via email at safety@snhu.edu or in person at SNHU's Morrissey House.





MEDICAL CARE IN THE U.S.

As an international student, you will be automatically enrolled in the SNHU student health insurance plan. F-2 and J-2 dependents living with you in the U.S. are not covered under this plan unless you enroll them. If your dependents are on a J-2 visa, they are **REQUIRED** by U.S. law to have health insurance meeting certain requirements. For individuals on F-2 visas, purchasing health insurance is **HIGHLY** recommended.

Although health care in the U.S. is good, it can also be expensive. Health insurance can help protect your family from high, unexpected medical expenses while you are here. Please research insurance options for your dependents and compare policies and costs. Be sure to purchase insurance **BEFORE** arriving, and before a medical condition arises. You can enroll your dependents under the university health insurance provider or one of the many other U.S. health insurance companies. You can also review the [HealthApply website](#) for more information about health and dental insurance options.

When researching providers, some questions to ask are:

- ▶ Does the insurance company cover pre-existing conditions like pregnancy, diabetes and thyroid conditions?
- ▶ Does the policy only cover illness and injury, or preventative care like checkups and vaccinations?
- ▶ Are there options to add dental and optometry coverage?

Once you decide on a provider for your family, contact the company to enroll your dependents and receive insurance cards. You should plan to carry your insurance card on you at all times. When seeking medical care, pay attention to your health insurance policy and coverage limits. Seek care from an “in-network provider” to help keep costs lower.



Urgent Care vs. Emergency Room

In the U.S. there are different options for medical care based on the severity of your illness/injury. Please make sure you understand the differences between urgent care and the emergency room to ensure you go to the right place. **For life-threatening emergencies which require the help of an ambulance, the police or the fire department, call 911.**

Urgent Care

If you do not have a doctor, or your doctor's office is closed, you should visit an urgent care clinic if your illness is not life-threatening. You can get quality medical attention for illnesses or injuries like colds, flu, sore throat, earache, infections, burns, cuts, skin rash, broken bones and sprains. No appointments are needed as patients are seen by the doctor on a first come, first served basis. Service is faster and less expensive than at an emergency room. Research the [Elliot Urgent Care](#) and [Concentra Urgent Care](#) locations closest to you.

Emergency Room

If you have a life-threatening or extremely serious problem such as chest pains, breathing difficulty, deep cuts, uncontrolled bleeding, severe burns, multiple injuries or unconsciousness, you should go to an emergency room. Patients with the most serious problems are seen by the doctor first. Emergency room care is expensive and should not be used for routine medical problems or non-life-threatening injuries. [Catholic Medical Center](#) (CMC) and [Elliot Hospital](#) are the two hospitals closest to SNHU, and each are equipped with an emergency room.



STUDYING AND WORKING IN THE U.S.

There are a number of laws that govern working and studying in the U.S. If you have any questions about these laws, please book an appointment with International Student Services (ISS).

Employment

F-2 dependents are not allowed employment under any circumstances. J-2 dependents may seek employment permission. An SNHU immigration specialist will guide you through the process.

Studying in the U.S.

F-2 and J-2 children may attend school through the high school level. Dependents may also attend a university or language training program on a part-time basis, but please be sure to discuss this with an immigration specialist in ISS.



SCHOOL SYSTEMS

In New Hampshire, children aged 6-16 are required to be enrolled in formal schooling. This could include a public or private school or home schooling. Although school districts may have slightly different structures, generally they are similar to the levels illustrated in the table below.

LEVELS OF SCHOOL	DETAILS
Preschool (or Pre-K)	Typically 3-5 years old
Kindergarten	Typically age 5
Elementary School	Grades 1 - 5 or 6 (typically age 6 - 9/10)
Junior High or Middle School	Grades 6 - 8 (typically age 10/11 - 14)
High School	Grades 9 - 12 (typically age 15 - 18)



Registering Your Child For School

Public schools in the U.S. are controlled by the city in which you live. Contact the main school district office for your city to learn how to register your child for school. The school your child will be enrolled in is based on where you live within the city, so consider this when looking for housing. Contact details for the local area school districts are provided below. Please contact the district office for information about start dates for the academic year.

School District Information

- ▶ **Manchester School District.** Phone: 603.624.6300
- ▶ **Concord School District.** Phone: 603.225.0811
- ▶ **Hooksett School District.** Phone: 603.622.3731
- ▶ **Nashua School District.** Phone: 603.966.1000
- ▶ **Bedford School District.** Phone: 603.472.3755

Required Documents Include:

- ▶ A legal birth certificate (with translation if not in English)
- ▶ Proof of immunizations for each child
- ▶ A health examination if required by school district
- ▶ Copies of school records from any previous schools your child attended
- ▶ Proof of where you live in the U.S. (such as a copy of your signed lease and/or a utility bill)
- ▶ Required language testing if applicable*

*Many schools offer English as a second language (ESL) programs to help ease the transition of students speaking other languages.



DAYCARE FOR YOUNG CHILDREN

Many daycare centers are located in and around Manchester, NH. Check the [NH Connections website](#) to search for state-licensed daycare centers in the town where you live.

State licensing lets you know that a daycare has met quality and safety standards. Review the NH Connections website for helpful guidance on the steps you should take when selecting a quality provider.

There is a weekly fee for daycare, which varies by the child's age (often the younger the child, the more expensive). Different centers will offer different options for part-time or full-time daycare. Not all daycare centers will have openings, and you may be placed on a waiting list.





ADAPTING TO LIFE IN NEW HAMPSHIRE

Connecting to Your New Community

Getting involved in the community is a key part of easing your transition. In the Manchester area, there are many organizations and opportunities for you to connect with the local community. Here are some ways your family can take part and enjoy their experience:



Volunteer. Volunteer Match is a great resource to find local organizations looking for volunteers.



Visit your local library. Sign up for free membership at your local library to get access to great books, videos and special programs and events.



Take a class. F-2 and J-2 dependents can study part time in academic or vocational programs, as well as ESL studies online or on campus.



Learn the language. Adult English classes for speakers of other languages can be found on the [New Hampshire Department of Education's webpage](#).



Join an interest group. Local community groups can be a great way to connect with others and have fun. Search [Meetup.com](#) for interest groups in the area.



Get your kids active. New Hampshire has a large number of museums, parks, fairs, special programs and events. [Visit NH](#) and [nhmagazine.com](#) are great resources. Be sure to check out:

- The Amoskeag Fishways Public Programs and Family Fun Nights
- The McAuliffe-Shephard Discovery Center
- NH Audubon
- NH Parks and Recreation Department
- NH Boy and Girl Scouts
- The YMCA
- McIntyre Ski Area



AMERICAN CULTURE

Connecting with the local community will also help you better understand American culture, which may be quite different from your own. Here are some helpful insights:

- ▶ **Be on time.** When you agree upon a time for a meeting, appointment or class, it is expected that you will be there at the agreed upon time.
- ▶ **Communication.** Americans can often be seen as direct. Everyone is expected to contribute within a conversation, so be ready to express your thoughts and join in.
- ▶ **Individuality.** American culture tends to encourage and praise individual drive and accomplishment.
- ▶ **Equality.** Everyone is expected to be treated equally regardless of gender, sexual orientation, religious beliefs and socioeconomic or cultural backgrounds. These rights are protected by law.

SNHU's ISS Office is Happy to Help!

The office offers a variety of cultural programming throughout the year. We can also help connect students and families with members of the Manchester community.



STAYING SAFE

Your New Community

Transitioning to life in the U.S. will take time. If you try to meet people and learn about the area, it will help you feel comfortable in your new community. Although New Hampshire and the Manchester area are quite safe, you can take steps to ensure your experience here in the U.S. is a positive one. Keep in mind these general safety tips:

- ▶ **Meet your neighbors.** They will be a great source of information about the local area.
- ▶ **Explore your new community.** Get to know where the closest schools, police stations, hospitals, emergency rooms and recreational facilities are located.
- ▶ **Lock up.** Lock your windows and doors when you are not home. You should also lock your car doors and avoid leaving valuable items in sight.
- ▶ **Check first.** Check to see who it is before you open your door.
- ▶ **Walk safely.** Walk in well-lit, well-traveled areas. Keep your valuables concealed. Also, be aware of your surroundings and avoid distractions.





DRIVING IN NEW HAMPSHIRE

Driver's License for a Dependent

F-2/J-2 spouses or dependents are eligible for a NH driver's license under the same rules that apply to the student. To obtain a NH driver's license a dependent must apply through the Concord Division of Motor Vehicles office, located at 23 Hazen Drive in Concord, NH. Further information may be found on their [website](#) or by calling their customer service line at 603.227.4000.

Buying Car Insurance

It is strongly recommended that you purchase car insurance if you own a car as it is mandatory in some states. Without auto insurance, you are legally and financially responsible for any injuries or damages caused by your vehicle.

Seat Belts and Child Safety Seats

The NH Child Passenger Safety Law requires that all children under 18 riding in a motor vehicle be restrained and properly fastened in a safety belt. Children under the age of 7 years or 57 inches (145 cm) tall must be properly secured in an approved child safety seat. Children are exempt from the child safety seat requirement only when riding in a bus or in a taxi. While in a moving car, children and infants may not be held in the lap of an adult. Car safety seats have expiration dates, and we strongly recommend that you do not purchase a secondhand safety seat. Many police stations and other locations will do a free check to be sure the car seat is correctly and safely installed.

For additional videos, please visit [Safercar.gov](https://www.safercar.gov).

Winter Driving

Driving in the snow can be a challenge, even for those who grew up in New Hampshire. Before the snow arrives, we recommend that you review the [American Automobile Association's](#) handout and video for tips on preparing yourself and your car for driving in winter weather.

MANCHESTER WEATHER

One benefit of living in New Hampshire is that you will get to experience every season. The state's mountains, woods and beaches provide the perfect setting for walks in the warmer months and snowshoeing and skiing when the snow falls. However, winter can be challenging if snow is new to you. As winter approaches, be sure to take the necessary steps to prepare:

- ▶ Buy appropriate winter clothing (a heavy jacket, mittens, hat, scarf and waterproof boots)
- ▶ Listen to the local news for weather updates such as WMUR for school delays and cancellations
- ▶ Remember to register for SNHU Alerts to receive text messages and emails about SNHU closings



Seasonal Weather Patterns

As the table below details, the temperature in Manchester varies quite a bit depending on the season.

	JAN	FEB	MAR	APR
Avg. high	33°F 0.3°C	37°F 2.6°C	45°F 7.1°C	57°F 14.1°C
Avg. low	12°F (-11.1)°C	16°F (-9.1)°C	24°F (-4.3)°C	36°F 2°C
Avg. rain (inches)	2.72	2.72	2.99	3.62

	MAY	JUN	JUL	AUG
Avg. high	69°F 20.3°C	77°F 25.1°C	82°F 27.8°C	80°F 26.9°C
Avg. low	46°F 7.8°C	56°F 13.3°C	60°F 15.8°C	59°F 14.9°C
Avg. rain (inches)	3.82	4.09	3.78	3.66

	SEP	OCT	NOV	DEC
Avg. high	73°F 22.8°C	61°F 16.3°C	50°F 9.9°C	38°F 3.4°C
Avg. low	51°F 10.4°C	39°F 3.9°C	31°F (-0.4)°C	20°F (-6.5)°C
Avg. rain (inches)	3.39	4.09	3.82	3.27

Data from usclimatedata.com



IMPORTANT NUMBERS

DEPARTMENT	PHONE NUMBER	EMAIL
Academic Advising (undergraduates)	603.645.9724	academicadvising@snhu.edu
Academic Advising (graduates)	603.668.2211 Ext 3347	—
Campus Accessibility Center	603.644.3118	cac@snhu.edu
International Student Services	603.645.9676	iss@snhu.edu
IT Help Desk	855.877.9919	—
Library and Learning Commons	603.645.9605	ask@snhu.libanswers.com
Student Financial Services	877.455.7648	sfscampus@snhu.edu
Public Safety	603.645.9700	safety@snhu.edu
SNHU Switchboard (main number)	603.626.9100	—
Wellness Center	603.645.9679	wellness@snhu.edu
Wolak Learning Center	603.645.9606	wolaklearningcenter@snhu.edu

EXTERNAL RESOURCES	WEBSITE
State Department	state.gov
SEVP	ice.gov/sevis
List of Foreign Embassies in DC	embassy.org
I-94	i94.cbp.dhs.gov
NH Division of Motor Vehicles	dmv.nh.gov

Emergency: Dial 911

For the police, fire department or ambulance



Urgent Care Providers

Please see staff in wellness center for suggestions on additional providers.

Elliot at River's Edge

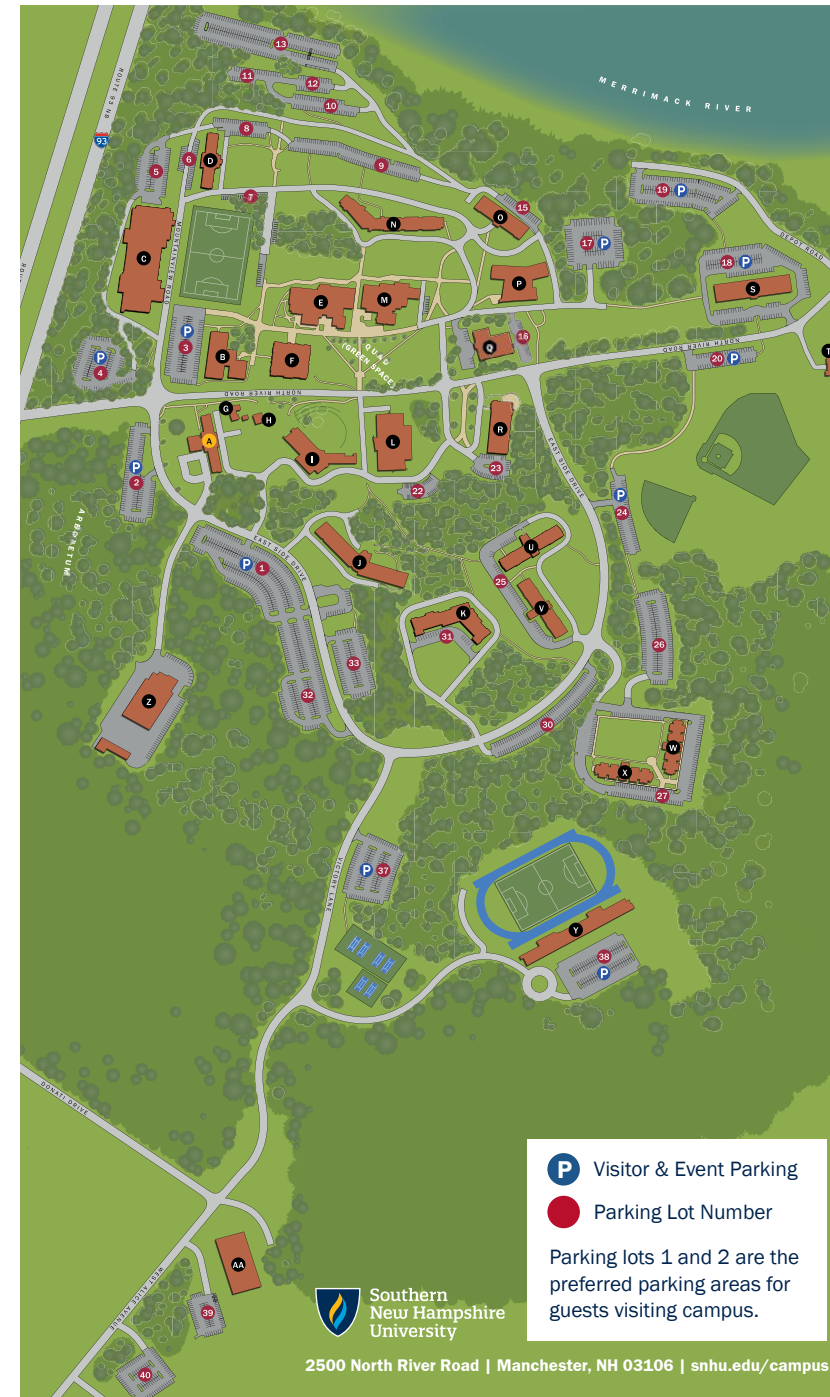
Open 7 am - 10 pm (7 days)
185 Queen City Avenue
Manchester, NH
603.663.7227

CMC Urgent Care

Open 8 am - 8 pm (M-F)
Open 9 am - 5 pm (Sat/Sun)
5 Washington Place, Ste. 1B
Bedford, NH
603.314.4567

ConvenientMD Urgent Care

Open 8 am - 8 pm (7 days)
738 Hooksett Road
Manchester, NH
603.384.3900



Building Directory

- R** Academic Center
 - UC Administration
- C** Athletic Complex
 - Stan Spirou Field House
 - Penmen Room
- B** Belknap Hall
- P** School of Engineering, Technology, and Aeronautics (SETA)
- AA** SETA Annex
- X** Conway Hall
- L** Dining Center
 - Banquet Facilities
- I** Edward S. Wolak Library Learning Commons
- G** Ford House
- A** Gustafson Center
 - Admissions
 - Career Development
 - Alumni Engagement
 - Student Financial Services
- U** Hampton Hall
- Q** Hospitality Center
- N** Kingston Hall
- W** Lincoln Hall
- T** Madison House
- J** Monadnock Hall
- H** Morrissey House
 - Public Safety
- D** New Castle Hall
- Z** Operations Center
 - Deliveries
- Y** Mark A. Ouellette Stadium
- E** Robert A. Freese Student Center
- F** Robert Frost Hall
 - Walker Auditorium
- K** Tuckerman Hall
- O** Washington Hall
- S** Webster Hall
 - Mara Auditorium
- M** William S. and Joan Green Center for Student Success
- V** Windsor Hall



**Southern
New Hampshire
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International Student Services

Phone: 603.645.9676

iss@snhu.edu | snhu.edu/international