



CONTRA COSTA COLLEGE

Pre-Departure Handbook



INTERNATIONAL STUDENT OFFICE

Student Services Center – SSC 110
2600 Mission Bell Dr.
San Pablo, CA 94806
Phone: 510-215-3922, 510-215-3954
Email: international@contracosta.edu

Table of Contents



GENERAL INFORMATION	3
PRE-DEPARTURE	
Getting to San Pablo from the Airport	4
Mandatory In-Person Orientation	5
LIVING IN CONTRA COSTA COUNTY	5
Climate	5
Housing	5
Meals	6
ADDITIONAL ACADEMIC RESOURCES	7
Associated Student’s Office and International Student Club	7
Bookstore	7
Counseling Center	7
Child Care	7
Disability Support Services	7
Library	8
Tutoring	8
Transcripts	8
EXPENSES	8
Fees	8
HEALTH INSURANCE	9
PUBLIC TRANSPORTATION TO CCC	11
POLICE SERVICES	11
Emergency Services	11
Evening Escort	11
AIRPORT SHUTTLES	12
HOTELS AND MOTELS IN THE AREA	13

INTERNATIONAL STUDENT OFFICE

General Contact Information

Mailing Address:

Contra Costa College
International Student Office
SSC-110
2600 Mission Bell Drive
San Pablo, CA 94806

Phone numbers: 510-215-3922, 510-215-3954

Email Address: international@contracosta.edu

Website: <http://www.contracosta.edu/admissions/apply-now/international-students/>

International Student Office - Hours

Office Hours

Fall and Spring semesters

Monday - Thursday

8:00am – 4:30pm

Friday

9:00am – 1:00pm

Summer semester

Monday – Thursday

8:00am – 4:30pm

Drop-in Hours

Mon & Weds 10:00am – 11:30am

Tues & Thurs 1:30pm – 3:00pm

Friday 9:00am – 10:00am

**Subject to change upon staff availability*

Appointments available upon request through email.

Staff Contact Information

Primary Staff Contact:

GLORIA PHARN

INTERNATIONAL EDUCATION COORDINATOR

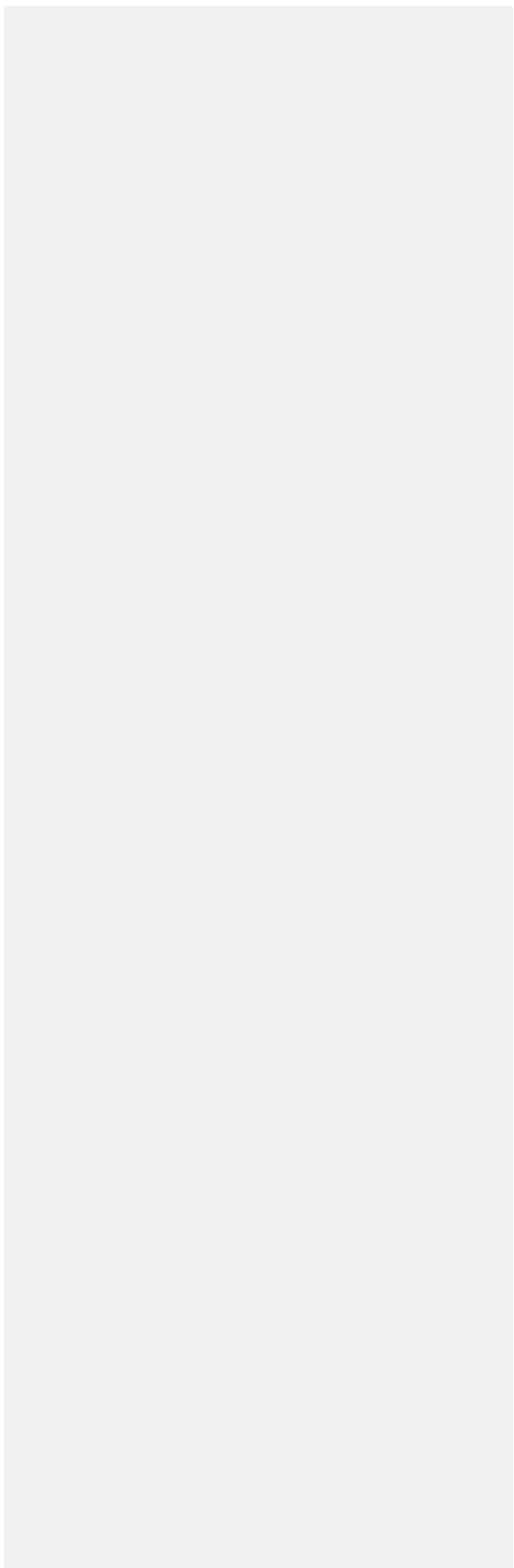
Designated School Official (DSO)

Other Staff Members:

CATHERINE FROST

DIRECTOR OF ADMISSIONS & RECODS

Principal Designated School Official (PDSO)





WELCOME TO THE SAN FRANCISCO BAY AREA!

We look forward to your arrival to the city of San Pablo, one of eight winners of the 2017 RWJF Culture of Health Prize awarded by the Robert Wood Johnson Foundation (RWJF) and the 2014 All-American City Award, which is the country's most prestigious award for outstanding, community-based civic accomplishment. We will assist you as best as we can in getting here and feeling comfortable in your new environment. We hope that this booklet will give you all the necessary information you need before you arrive. During the orientation process, we will give you an International Student Handbook that will have additional information about being an international student in the United States.

Getting to San Pablo from the Airport

There are two major airports nearby San Pablo - Oakland International and San Francisco International. You can fly into the one that is best for you.

Airport pick-up services are provided by Diablo Valley Homestay www.diablovalleyhomestay.com. You do not have to be a participant of the Diablo Valley Homestay to request the airport pick up. If you are interested, you can complete the request online and Diablo Valley Homestay will contact you once they receive your request: <https://diablovalleyhomestay.com/homestay-airport-pick-up-request/>.

Below you will find additional ways to get from the airport to your destination:

Airport shuttles. These are small vans with fixed prices that often take more than one person. The service is available by making a reservation online prior to your arrival at the airport.
<http://www.supershuttle.com/Locations/SanFranciscoSFO>

Taxis are available, but **fares are high**; sharing the taxi with other passengers can lower the cost.

Rideshare services: UBER & LYFT – these are rideshare services where you can must download the app beforehand and input your credit card information. You can request a ride by yourself or as a “pool” – where they will pick up other people along the way (this is cheaper than getting a ride by yourself).

Public transportation is possible, by taking **BART** (Bay area Rapid Transportation) from either Oakland or San Francisco airport. For more details, please visit <http://www.bart.gov>. The closest BART stop to Contra Costa College is El Cerrito Del Norte BART station. If you select this option, there are a number of buses through the **AC Transit** system in our District that can take you near your destination. You can plan your trip under “Trip Planner” at <http://www.actransit.org>.

International Student Office (ISO)

The International Student office (ISO) is located in the Student Services Center (SSC) room 110. This is F-1 international students begin the process for being admitted to Contra Costa College. Once admitted, international students come to the ISO to discuss the following issues: immigration status (including dropping below full-time status and transferring), travel requirements, on-campus employment, non-home stay housing options, student insurance, and address changes.

In-Person Orientation

The International Student Office (ISO) office will contact you via e-mail after you have been admitted regarding the in-person orientation and class registration. You will also receive information on the **mandatory orientation** that take place two weeks prior to the start of each semester. During this required session you will learn about immigration regulations, health insurance and on-campus employment.

LIVING IN CONTRA COSTA COUNTY

Climate

Located east of San Francisco and farther inland, San Pablo has an average summer temperature of 20 °C and 68 °F. In the summer, it is often cold in the morning and evening, so it is a good idea to dress in layers of clothing that you can put on and take off easily. A t-shirt is usually enough for the afternoon, but you will need a sweatshirt or sweater for the morning. It rains a lot in the winter so if you will be here during that time, bring some good rain clothes and shoes. You can view forecasts of the weather at www.weather.com/ and type in San Pablo, CA into the search bar, or the zip code "94806".

Housing

The college does not have on-campus housing. Most students arrange their own housing.

Jump Off Campus (JOC)

Renting rooms or apartments might be the best choice for students who want to fully experience life in the US. Although the college does not offer any housing, we have partnered with [Jump Off Campus](#) (JOC) to provide a reliable search engine for students and landlords.

JOC has a system to detect fraud and customer support agents to handle all JOC requests. Call 855.633.2267 Mondays – Fridays, 9 a.m. 5 p.m. EST.

Homestay

Homestay is a good alternative for international students who prefer learning about US culture from a host family in a friendly environment. [DVC Homestay](#) can guarantee placement for a fee of \$400.00. Please visit [their website](#) or contact Fia Parker at 925-876-0080 or fparker@dvc.edu for more information.

Other Search Engines *Disclaimer:* There are other search engines that students can use to find housing. However, by listing the above housing options, we are in no way endorsing those specific businesses. They are located within close proximity to Contra Costa College (CCC). However, it is ultimately the choice of the student to research other housing options and make the decision that best fits them. We have listed some search engines below: [Apartment List](#), [Roomi](#), [Zillow](#), [Trulia](#), and [Hot Pads](#).

Meals

On Campus:

1. Aqua Terra – restaurant dining by CCC in SAB
2. Pronto – café by CCC in SAB
3. BRIX – located in Student Dining, offers American and Mexican food, also personal pizzas, and salads. There are vending machines inside the Dining hall as well.
4. Bookstore – located next to Student Dining provides snacks and drinks.

Off-Campus: There are a few inexpensive restaurants located within walking distance from the College. The College Center, is located at 2368 El Portal Drive, San Pablo, CA 94806. Choices at College Center include Starbucks, Lee's Garden, Dominoes, Rockin' Crawfish, Noodle King, McDonalds, KFC, and The International Market which provides one-stop grocery shopping for international students.

ADDITIONAL ACADEMIC RESOURCES

Associated Student's Office and International Student Club (SAB-109)

The Associated Student's Office (ASU), located in the Student Administration Build (SAB), and is best described as a student information and resource center. The staff and students of this office welcome your participation in college activities.

Most of the student activities at CCC are initiated by clubs and ASU. CCC has over 20 student clubs, which helps students make new friends, pursue special interests, and gain experience organizing and working with others in social situations. A club handbook and other information about CCC student clubs (including how to start one) are available in the Associated Student's Office.

Bookstore

Students may purchase new and used textbooks, rent text books, purchase general books for recreational reading, backpacks, school supplies, computer software, and personal items at the Bookstore. Cash and credit cards are accepted for payment.

Counseling Center (SSC-108)

Counselors work with students to help set goals and design educational plans for achieving those goals. Their services include:

- Information on transfer, AA/AS degree, and certificate programs
- Career planning and college success courses
- Personal counseling
- Individual and group counseling

Because course selection is so important and four-year college requirements change so frequently, students should consult with a counselor each term before registering for classes. It is strongly recommended that students meet with a counselor on a regular basis and set up an educational plan during your study at CCC. They are located in Room 108 at SSC. Reach them by phone at (510) 215-3934 or (510) 215-3936 or visit their website at <http://www.contracosta.edu/home/student-services/counseling/>

Child Care (ELC)

Daytime childcare services make attending classes more convenient for students who have children. You must contact the on-campus day care center to sign your child up for services. The Early Learning Center (ELC) is located on campus near the College Transit Center bus stop. For more information, call (510) 215-4885 or visit their website at <http://www.contracosta.edu/home/student-services/early-learning-center/>

Disability Support Services (SSC-109)

DSPS provides instruction and services to individuals with disabilities. For more information, reach them by phone at (510) 215-3969 or visit their website at <http://www.contracosta.edu/student-services/disability-services/>

Library

The Library provides books, magazines, electronic resources pamphlets, maps and other resources for students. Library staff provide assistance and instruction on using resources. A variety of study areas, including group study rooms, are available. Also available are the following:

- reference assistance when the Library is open
- a Library handbook
- a self-guided walking tour
- bibliographies and study guides

Registering for Classes

Each CCC student is assigned an InSite Portal Web Advisor login where they can register for classes, check their class schedule, pay their fees, and obtain their grades. Letter grades are based on your participation in class, performance on quizzes and tests, and completion of assignments and homework. Fulfillment of these requirements and regular attendance is necessary to receive a passing grade. All international students are expected and required to maintain and 2.0 GPA and complete 12 units every semester.

Transcripts

Official transcripts (a complete copy of your academic record at CCC) can be requested [online](#) through your Insite Portal, or in-person at Admissions & records. You may also request transcripts via [fax](#) and pay for by credit card.

Tutoring – FREE SERVICE ON-CAMPUS & ONLINE!

Our tutoring services are decentralized and offered at various locations including within specific departments, in some labs and at our College Skills Center (located inside the Library). Tutorial services can help students succeed in specific courses when they are having difficulty.

Visit the website here for more information: <http://www.contracosta.edu/classes/tutoring/>

EXPENSES

Fees

International students in F-1 status cannot establish California residency and should expect to pay non-resident tuition. The tuition depends on the number of units you enroll. You must take a minimum of 12 units for fall and spring semester. You can pay by credit card, personal check, traveler's checks or money orders payable to "Contra Costa College". The tuition fee can be paid online on Insite Portal by logging in with your user name and password then click on student account information to make a payment. You can also pay in-person at the cashier's office in Student Service Center. **Please avoid bringing large amount of cash to campus.**

2018-2019 tuition and fees for F-1 international students is \$305.00 per unit and is subject to change each academic year.

Other Expenses

Living and incidental expenses will depend on your personal interests and lifestyle, whether you

choose to rent an apartment or share a house, whether or not you have dependents with you in San Pablo. **Social activities** may also require **additional funds**. Rent, food, and other costs are subject to inflation. Please be prepared for changes in costs.

HEALTH INSURANCE

Health Insurance is MANDATORY

All International students are required to have proof of health insurance. Student will be assessed a health insurance fee at the time of registration. Medical care in the U.S. is expensive, at times confusing, and can be hard to obtain. A doctor's visit can cost on average \$150 to thousands of dollars depending on the services provided. Contra Costa College offers a low cost insurance option is available to all students.

However, international students can opt out of the district sponsored health insurance. International students who want to opt out from the district sponsored health insurance, must submit a proof of alternate health insurance coverage in the United States no later than the following listed deadlines. Failure to provide proof by the deadline, will result to an automatic assignment of insurance with fees due upon registration.

Deadlines to provide proof of other health insurance coverage:

Fall semester- July 1st
Spring semester- December 1st

NOTE: **The plan does not cover routine physical examinations, dental care, or a vision care and has a deductible**

International Student Insurance Plan

The Contra Costa Community College international insurance program is sponsored by Relation Health Insurance. For questions about enrollment, contact Relation at 1-800-537-1777 (Monday–Friday, 8:00 a.m. to 5:00 p.m. PT). You can view the insurance brochure of services provided at:

<http://4studenthealth.relationinsurance.com/plan/international-student-insurance-plan-2018-2019-542/>

What if it's AN EMERGENCY, such as an ACCIDENT or LIFE-THREATENING situation?

In the case of an emergency go to the nearest hospital or call 911. You may receive treatment at any hospital. There is also a \$50 copay for each hospital visit, inpatient or outpatient. Each **emergency room visit** has a **\$100 copay** per visit (waived if admitted to hospital).

Kaiser Permanente Richmond Medical Center

901 Nevin Ave
Richmond, CA 94801
1-510-307-1500

<https://healthy.kaiserpermanente.org/northern-california/facilities/Kaiser-Permanente-Richmond-Medical-Center-100336>

Alta Bates and Summit Medical Center

2450 Ashby Avenue
Berkeley, CA 94705
1-510-204-4444
<http://www.altabatessummit.org/patientsandvisitors/maps.html#>

Contra Costa Regional Medical Center

2500 Alhambra Ave
Martinez, CA 94553
1-925-370-5000
<http://cchealth.org/medicalcenter/>

What if I get sick but it is not an emergency?

If you need to see a doctor and are enrolled in the International Student Insurance Plan, you should utilize a PPO provider. While you are allowed to visit any provider of your choice, you will pay less money out-of-pocket if you use a PPO doctor or facility. To find a PPO provider, visit <http://4studenthealth.ascensionins.com/plan/international-student-insurance-plan-2017-2018-542/> and scroll down to "Find a Provider".

What if it is not an emergency, but I need to see the doctor right away?

If it is NOT a life-threatening condition but you need to see a doctor right away and cannot wait for a scheduled appointment, it is a good idea to visit an urgent care center, rather than a hospital emergency room. Use of an urgent care center instead of a hospital emergency room may decrease your out-of-pocket expenses, which means it will save you money. Urgent care centers provide medical treatment for minor injuries or sicknesses when immediate care is needed.

For students under the International Student Insurance Plan, you must pay a \$20 copay at an urgent care center.

The following local urgent care centers are part of the PPO network:

Concentra Urgent Care

2970 Hilltop Mall Road, #203
Richmond, CA 94806
1-510-222-8000

Lifelong Medical Care

2023 Vale Road
San Pablo, CA 94806
1-510-231-9800

Newmd Urgent Care

10612 San Pablo Avenue
El Cerrito, CA 94530
1-510-529-4628

PUBLIC TRANSPORTATION TO CCC

Bay Area Rapid Transit (BART)

BART a subway that runs to and from San Francisco and parts of the Bay Area. It runs every day but with fewer trains on the weekends. It is a safe and fast way to get to San Francisco in 45 minutes. To get from campus to the El Cerrito Del Norte BART station, take the AC Transit 72 bus headed towards Oakland. For more information please visit their website at <http://www.bart.gov>

AC Transit and WestCat

AC Transit is the bus system most commonly used by CCC international students. It is the easiest way to get around Alameda County, which includes most of the East Bay cities like Oakland and Berkeley. Students can purchase a monthly pass at the AC Transit office, located at 1600 Franklin Street in Oakland. For more information, call (510) 891-4777 or visit <http://www.actransit.org>.

WestCat is the bus system that services Rodeo, Hercules and other cities in West Contra Costa County. To purchase a monthly pass, please visit their offices at 601 Walter Ave in Pinole. For more information, call (510) 724-3331 or visit <http://www.westcat.org>

POLICE SERVICES

Emergency Services

Contact the Police Services Office with any questions or problem regarding security, first aid, fire, lost and found items, thefts, or other crimes.

- General Number: (510) 215-4858
- Campus Emergencies: 510-215-4333 or dial 911

Evening Escort

Campus police officers are available to escort students and staff to and from their cars and classrooms on the CCC campus after dark. To arrange an escort, please contact Police Services at (510) 215-4858 and request an escort.

AIRPORT SHUTTLES

Be aware of the following problems that international and local travelers have experienced with Airport Shuttle Vans.

1. Van drivers want to get a full van before they leave. Once they get you and your luggage into their van, you will be under the driver's control and stuck waiting for the van to leave.
2. They will have many other passengers to drop off before they reach your destination.
3. Be sure to agree to the rate before you enter the van. Be aware that a \$1 to \$2 tip is expected.

Name:	Contact Information:	Price:	Destination:	Hours:
Diablo Valley Homestay <i>(Personal Driver Airport Pick-up Service)</i>	Website: https://diablovalleyhomestay.com/homestay-services/ Email: info@diablovalleyhomestay.com	\$100 OAK/SFO airport per person before 8:00pm \$100 OAK/SFO airport per person after 8:00pm	Any hotel or home in San Pablo area, including Richmond, Hercules and Pinole.	72 hour advance notice required
Supper Shuttle	Phone: 1-800-258-3826 Website: http://www.supershuttle.com/?Port=SFO	SFO-\$60 - \$175 Various rates depending on vehicle requested OAK-\$75 - \$150 Various rates depending on vehicle requested	San Francisco Bay Area	Reservations can be made online 12 hours in advance
Bayporter Express	Phone: 1-877-467-1800 1-415-769-4063 1-510-864-4000 Website: http://www.bayporter.com/index.htm	SFO-\$47 OAK- check website	San Francisco Bay Area	Reservation needs to be made online 24 hours in advance
East Bay Shuttle	Phone: 1-925-800-4500 Website: https://eastbayshuttle.bookingtool.net/	Various rates depending on the location of drop off	Any home in East Contra Costa County	Reservation can be made online
Rideshare services: 1) UBER 2) LYFT	Download the app on your phone & add card information	Various rates depending on vehicle requested	Any hotel or home check website for prices	Request pick-up on the app.
Limousine Information	Phone: 1-866-546-6726 Website: http://www.limos.com/	Various rates depending on vehicle requested	Any hotel or home check website for prices	Reservation can be made online

Commented [PG1]:

HOTELS AND MOTELS IN THE AREA

- ❖ Hotels are listed by their distance from CCC
- ❖ CCC students arrive during peak occupancy times for hotels so it is recommended that you use a travel website to obtain the best prices possible.

Miles:	Hotel Name and Address	Phone and Fax Numbers:	Website:
1.9	Holiday Inn Express 2525 San Pablo Dam Road San Pablo, CA 94806	P: 510-965-1900 F: 510-965-1300	Holiday Inn Express - San Pablo
2.06	Extended Stay America 3170 Garrity Way Richmond, CA 94806	P: 510-222-7383 F: 510-222-1473	Extended Stay America - Richmond
2.06	Courtyard By Marriot 3150 Garrity Way Richmond, CA 94806	P: 510-262-0700 F: 510-262-0927	Courtyard Marriott - Richmond
4.39	Days Inn Pinole 2600 Appian Way Pinole, CA 94564	P: 510-222-9400 F: 510-669-1614	Days Inn - Pinole