



UMBC International Student and Scholar Services

# Fall 2022 Continuing Student Town Hall

September 2nd, 2022



CENTER FOR GLOBAL ENGAGEMENT

# Meet the International Student and Scholar Services (ISSS) Team



Adam Julian - Director



Dave Anguish - Assistant Director



Adwoa Hanson-Hall - ISSS Advisor



Natalie Lobb - International Student Support Manager



Mercedes Arias - ISSS Advisor



Sarah Cockcroft - ISSS Advisor



Diane Zeenny Ghorayeb - International Scholar Coordinator



# About ISSS

International Student and Scholar Services (ISSS), a branch of UMBC's Center for Global Engagement, is dedicated to supporting UMBC's international student and scholar community and helping them achieve their academic, personal, and professional goals. ISSS offers a variety of programs and services to aide students in these endeavors:

- **Immigration Advising** - ISSS helps international students and scholars navigate the U.S. visa process and maintain valid immigration status by providing the guidance, knowledge, and necessary resources.
- **Community Building** - ISSS offers programming designed to help students make important connections within the UMBC community. These opportunities for intercultural exchange and mutual understanding enhance the UMBC international student experience.
- **Work and Internships** - ISSS works with current students and alumni to help them access the many employment and internship opportunities available to them by facilitating the use of benefits such as Curricular Practical Training (CPT), Optional Practical Training (OPT), and other employment authorizations.





# 📌 Agenda 📌

Friday, September 2nd

- COVID-19 Protocols
- Using ISSS Resources
- Fall 2022 COVID-19 Reminders
- F-1 Regulations
- Employment options
- Student Business Services Office
- Scams
- Health Insurance





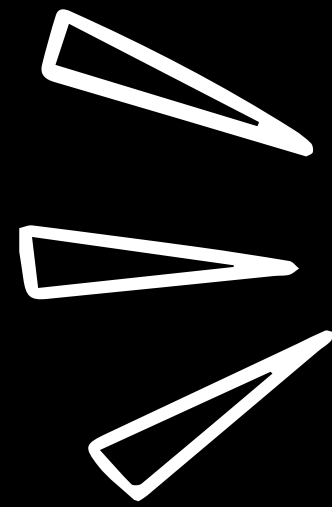
# Reminder:

Please **type questions in**  
**the Q&A** not in the chat

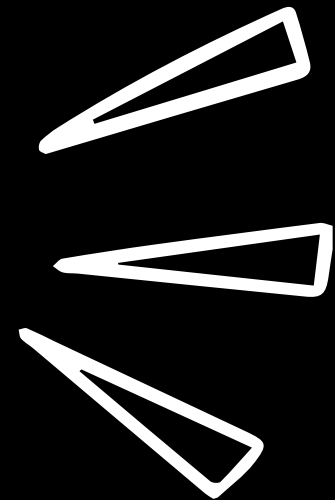
Our team is monitoring the Q&A during this session. The chat is for links we share, but it is not monitored for questions.

Your patience is appreciated as we answer your questions!





# ISSS Resources



# Need Assistance?

Visit our Contact us page!

[issss.umbc.edu/contact/](https://issss.umbc.edu/contact/)



## Contact Us

Before you schedule an appointment or contact us, the answers to most F-1 student questions can be found here:



CPT: Off-Campus  
Work Authorization



Social Security Numbers  
(SSN)



Travel Outside the US



Applying for a Maryland  
Driver's License or State ID



OPT: Post-Graduation  
Work Authorization



STEM OPT Extension



Extend Your F-1 Program  
(I-20)



Change of Immigration  
Status



New Students!  
Download the International Student  
Arrival Guide



COVID-19: Spring 2022 Options for  
New and Continuing F-1 Students



Something else?  
See how to contact ISSS

University Center, 207a  
(Appointment Required)





# What should I do if I have a question?



**Check the  
website!**

**Ask us on  
Live Chat**

**Submit a  
Help Ticket**

**Advising  
Appointment**





# Check the website!

**Start here!**

Most answers can be found on the website



CPT: Off-Campus  
Work Authorization



Social Security Numbers  
(SSN)



Travel Outside the US



Applying for a Maryland  
Driver's License or State ID



OPT: Post-Graduation  
Work Authorization



STEM OPT Extension



Extend Your F-1 Program  
(I-20)



Change of Immigration  
Status

On our contact us page, we put icons that will take you to the answers for the most common questions

**Always do this first!**

Got the answer you need? Great! No need to go on to step 2



Can't find the answer on the website?  
then...



## **Ask us on Live Chat**

You can ask quick questions on Live Chat

You'll chat directly with an ISSS advisor

Please keep it brief :)

Other students may be in the queue

Has your question been resolved? No need to go on to step 3





Still need more help?



## Submit a Help Ticket

Once you submit a ticket, **all** ISSS staff can see it (you don't need to CC us or submit follow up tickets!)

**Response time: 3-5 business days**



Still require further assistance?



## **Advising appointment**

**Most questions are resolved before this step!**

An advisor can let you know if your situation requires  
an advising appointment



# Where can I find this information?

How to work with ISSS and answers to your most common questions can be found on the



**Contact Us**  
page here





# Have a question about campus life or navigating UMBC?

## Ask a Global Ambassador on Unibuddy!



There are 10 student ambassadors from different home countries, areas of study and with a wide variety of personal interests

[Click here to meet and chat with the Ambassadors!](#)



# How Global Ambassadors can help

## **Global Ambassadors can:**

- Discover more about UMBC campus life
- Connect you with UMBC resources
- Learn about US & UMBC classroom culture and student life in the US!

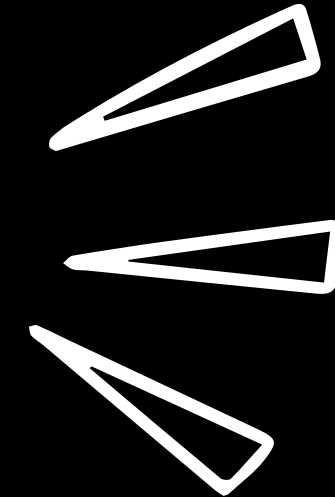
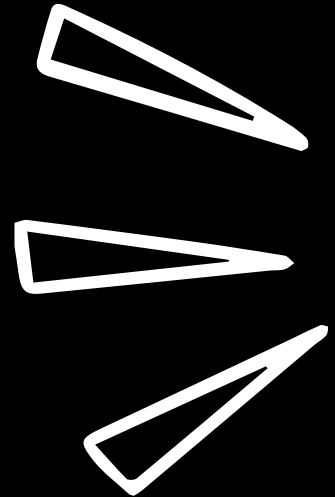
## **Global Ambassadors cannot:**

- Provide immigration support
- Help you get a job or provide CPT/OPT advice
- Offer academic advising or pick your classes for you

**✧ ...BUT they can connect you with teams who will help you with these things! ✧**



# **Fall 2022 On Campus Reminders**





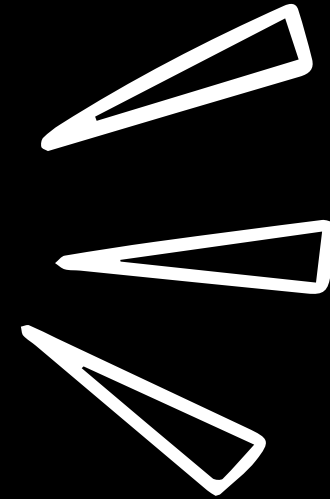
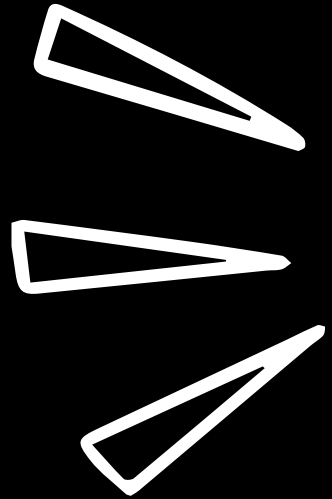
# COVID -19 Protocols

- COVID-19 vaccination is **strongly recommended** for all students, faculty, and staff on campus
- KN95 or equivalent masks must be worn in all spaces where masking is required
  - Masking is required for in person ISSS advising appointments
- UMBC is following CDC's guidelines for international travel and quarantine
  - Proof of vaccination with an approved vaccine BEFORE traveling to the U.S. is required. Check with your airline or CDC Travel Assessment for compliance
  - Not required to quarantine but self-isolation for a few days are recommended, especially after international travel
- Please refer to the FAQ for International Students on [www.covid-19.umbc.edu](http://www.covid-19.umbc.edu) site

**Direct all COVID-19 Questions to [covid19@umbc.edu](mailto:covid19@umbc.edu)**



# **F-1 Regulations During COVID-19**



# Maintaining your F-1 Status:

## Course Registration

- You have to be registered at UMBC!
- Optional to register during Summer and Winter breaks - not required
- Must be registered “full time” during Fall and Spring semesters – ✨ we check! ✨
- May take a class at another campus also (must speak with academic advisor first)



# Online Courses

- Generally F-1 students can take only **one** online class per semester
- Exceptions to this rule due to COVID-19 for continuing F-1 students
  - Must have spent 1 semester or more in the US
  - Eligible to take **ALL** online courses
  - Hybrid classes are considered “in-person,” not “online”





# Definition of “Full-Time Enrollment” at UMBC

- **Undergraduate students:**

- 12 credit hours minimum Fall and Spring semester

- **Graduate Students:**

- 9 credits per semester in fall and spring semester.
- Full-Time graduate assistants should register for at least 4 academic credits
- Part-Time graduate assistants should register for at least 6 academic credits



# "Reduced Course Load"

- Few exceptions to the full-time enrollment requirement:
  - Medical (physical or mental health challenges)
    - Deadline December 13th
  - Academic (can only be approved once):
    - First Semester Academic Difficulty (English language, reading requirements, adjustment challenges)
    - "Improper Course Placement"
    - Deadline November 9th
- MUST be approved by ISSS before dropping below full-time



# Travel

- Continuing F-1 students can travel in and out of the US at any time
- **No special permission/late arrival letter required if returning after the start of the semester**
- If it is your final semester, you must be physically inside the US to apply for OPT
- Review travel requirements: Travel on F-1 Visa
  - Valid passport
  - Valid visa
  - I-20 with valid travel signature



# Maintain Your Status!

- Register full-time
- Keep I-20 current
- Follow employment guidelines closely
- Don't break U.S. laws
- Keep in touch with the ISSS Office



# Remember...

**Your immigration status is  
your responsibility!**

We are here to assist you in maintaining it so your  
experience in the US is enjoyable and fruitful.







# **Brief Overview of Work Options**

**Employment is limited under F-1 status**

**The employment rules are very strict  
and must be followed carefully**

# Types of Employment

- On-Campus Employment
- Practical Training (off-campus)
  - Curricular Practical Training (CPT)
  - Optional Practical Training (OPT)
- Need-based employment (off-campus)
  - Severe, Unexpected, Documented Economic Hardship (USCIS processing fee of \$410)



# On-Campus Employment

- Must be on UMBC's campus **ONLY** – BW Tech Park, for example, is NOT on campus
- Must be paid by UMBC
- May work **no more than 20 hours per week** during semesters
- May hold more than one job on campus so long as total hours are no more than 20
- May work full-time (More than 20 hours per week) outside of semesters



# On-Campus Employment

Find an on-campus job:

- The Career Center website – Handshake
- Career Center guidance on documents (CV, cover letter); best practices
- Network!



# Off-Campus Employment: CPT

CPT: Curricular Practical Training

- Paid internships while a current student
- Eligible after 2 academic semesters in US
- Must be authorized by ISSS, noted on I-20
- Must be related to your degree program, and noted on transcript

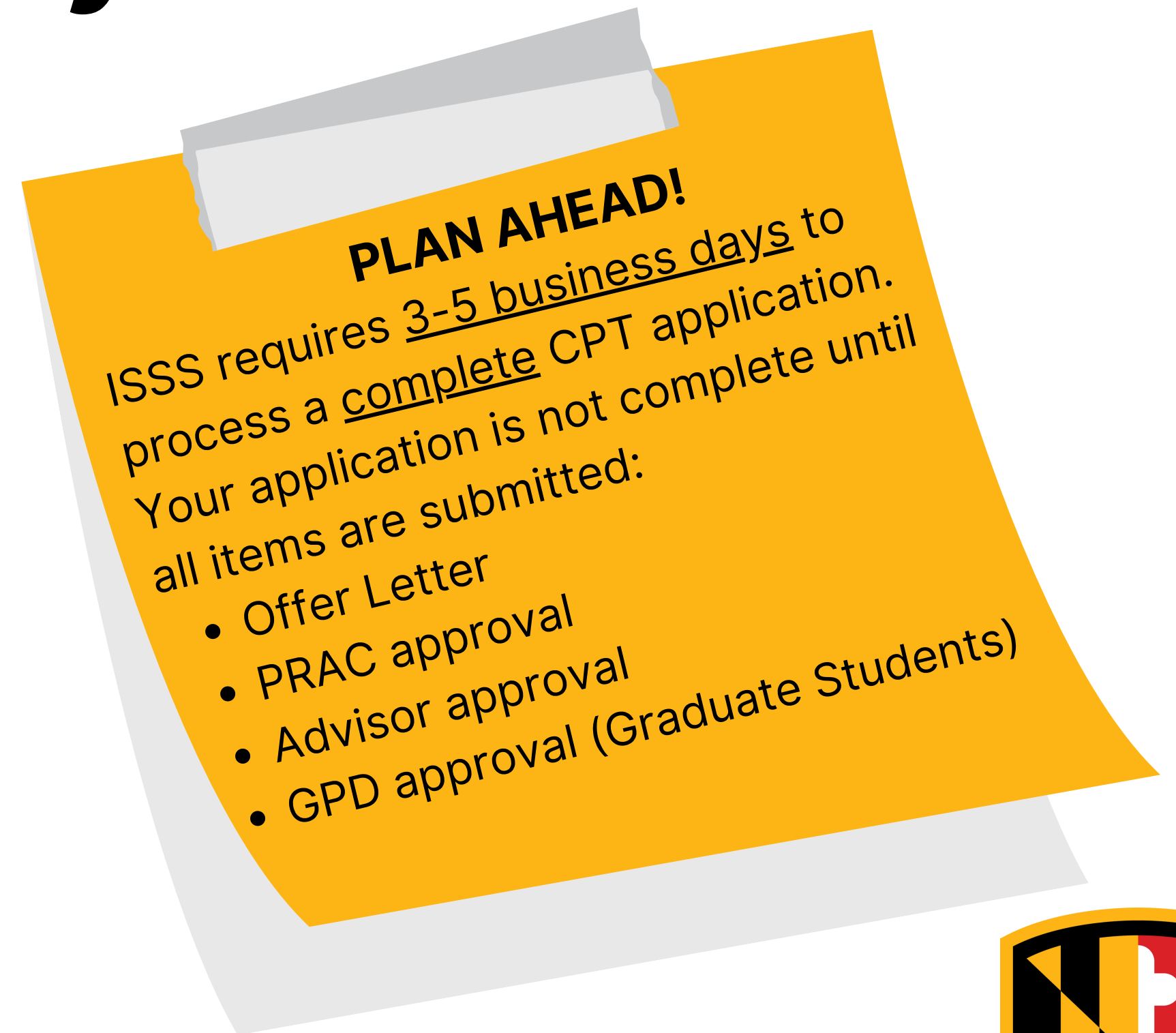




# Off-Campus Employment: CPT

Find an internship:

- Career Center!!
  - Review their communications
  - Handshake
  - Events
  - Guidance
  - PRAC Deadline for Fall 2022:  
October 5th
- Academic Department
- Network with other students



# Off-Campus Employment: OPT

OPT: Optional Practical Training

- Usually after graduation
- 1 Year of work authorization
- Can work for any employer/change employer, work has to be related to academic field studied at UMBC
- Requires application to USCIS, plan for 3-4 months processing time

Xtreme OPT Workshop September 21st



# Off-Campus Employment: STEM OPT Extension

- STEM Extension – possibility of 24 months additional OPT
- STEM-eligible degree completed
- Requires E-Verified employer, I-983 Training Plan
- Can change employers



# Off-Campus Employment: Economic Hardship

- For students in unexpected financial hardship
- Have to prove source of unexpected difficulties
- Not often approved, have to make a very strong case
- Application to USCIS costs \$410
- Don't rely on this option!



# ...but where can I find a job?!

- Again, the Career Center is a great place to start
  - Career Center Events
  - Career Center Services
  - Handshake
- ALL available at [careers.umbc.edu](https://careers.umbc.edu)





# Working with the Career Center

- PRAC deadline for CPT is October 5th
- Register for PRAC on Handshake
  - Directions: [careers.umbc.edu/students/find/internship/earn-academic-credit/](https://careers.umbc.edu/students/find/internship/earn-academic-credit/)
- **Plan Ahead** - PRAC takes a minimum of 5 business days to process
  - do not send emails asking for faster processing or following up on your submission
  - Appointments regarding CPT and PRAC are for questions and not for expediting the approval of your registration.



# Working with the Career Center

## **Activate and upload your resume to Handshake, UMBC's new job and internship platform:**

Top employers are posting incredible internships, part-time, and full-time jobs daily. Summer 2023 internship positions are also being added. Don't delay applying!

## **Have your internship resume reviewed in advance by the Career Center:**

This ensures you are marketing yourself well for positions. You can stop by the Career Center during drop-ins Monday through Friday 2-4pm for a quick resume review or make an appointment on Handshake.

## **Participate in UMBC's Fall Career and Internship Fair on Sept. 21 in the RAC**

140 employers will be in attendance, many of whom are recruiting both interns and those graduating in December and May for full-time positions.

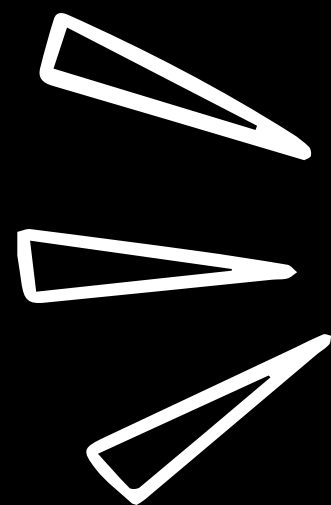
## **Looking for on campus employment?**

be sure to create an on-campus jobs resume for non-technical roles. Do not use a technical resume to apply for non-technical positions. There are very limited opportunities to work on campus at this time. Networking with your classmates and instructors is a great way to find out about roles and continuing to check Handshake.

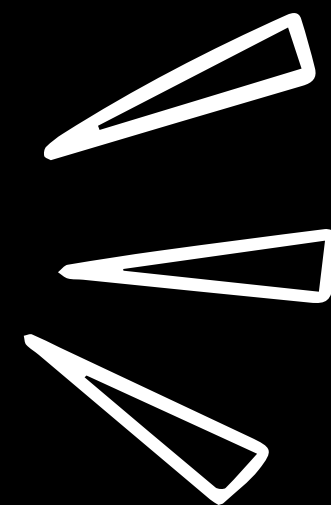


Work Options  
Summary

Work Type	Location	Eligibility	Related To Major	Authorization Required	Weekly Limits
On Campus Employment	On UMBC's campus	After arriving on campus	No	No	Semester: 20hrs Session Break: 40hrs
CPT	Off campus	After 2 Academic Semesters	Yes	ISSS	Semester: 20hrs Session Break: 40hrs
OPT	Off campus	After graduation	Yes	USCIS	Minimum 20hrs/week
STEM OPT Extension	Off Campus	After OPT	Yes	USCIS	Minimum 20hrs/week
Economic Hardship	Off Campus	During studies	No	USCIS	Semester: 20hrs Session Break: 40hrs



# Scams



# What's a scam?

- Scams are usually in the form of phone calls or emails from fraudulent individuals trying to obtain personal information or money from you.
- These individuals are trying to take advantage of you and use your information for harmful purposes.
- It happens to everyone! Be prepared and don't freak out. These are criminals trying to steal your money or identity.





# How do I know if a phone call is a scam?

- The callers claim to be from a government organization, such as USCIS, the IRS, or a court – **these organizations will never call you!**
- The caller uses high-pressure tactics to try to get what they want, threatening you with things like deportation, arrest, and more.
- The caller will not let you off the phone to verify if it is a legitimate call.
- If you were in enough trouble that these were things that might happen to you, it wouldn't be a surprise to you, and you would NOT get a call about it.
- The caller does not sound professional.
- The caller asks or demands money or personal information – this is certainly a scam!!



# How do I know if an email is a scam?

- Check the email address of the sender. For example, a recent scam claimed to be the “UMBC WebMail Program” but had a non-UMBC email address.
- Is the language professional? Many scammers are not native English speakers, do not write in professional English, or make many mistakes.
- The email asks for money or personal information. US government organizations will not ask for personal information or money via email.
- The email is threatening.
- The email doesn’t make sense. For example, the “UMBC WebMail Program” email would clearly be a scam because UMBC does not use WebMail. You can google search UMBC Webmail Program and won’t be able to find anything – this tells you it is likely a scam.



# Common Scam #1: USCIS, SSA, IRS Phone Scams

- Student receives a call from someone from USCIS with the USCIS National Customer Service Center number.
- The “representative” provides personal identifiable information about academic status and immigration/visa records including passport number.
- The “representative” insists that the student is out of status and he/she must wire money to “USCIS” to fix the problem. Otherwise, the student must leave the country immediately.
- The “representative” provided a batch ID number and told the student to go to the airport after the wire transfer.



# Common Scam #1: USCIS, SSA, IRS Phone Scams

- Remember, the USCIS, IRS, SSA will **never** call your personal phone.
- Your international student advisor can always confirm your status by accessing your SEVIS record.
- USCIS would never request money over the phone to “fix” your status.
- Never handle money before I-9 process and onboarding



# Common Scam #2: Email Scams

- These most commonly appear to be from UMBC and ask you to click a link to verify your email account, at the risk of it being disabled.
- If the Department of Information Technology (DoIT) needed something like this to be done, they would alert the campus community in advance.
- Offers to work as a “personal assistant” as an F-1 student.
- Offers to make extra cash through money transfers
- **Anything that seems too good to be true almost certainly is!**



# Common Scam #3: Text Scams

- These most commonly appear to be from a bank or an e-commerce site like Amazon or Paypal and ask you to click a link to verify your account, charges to your account or your credit card
  - DO NOT CLICK ON LINKS!
- **Log in to the relevant account to check**



# How do I protect myself from scams?

- Block calls, or don't answer calls from numbers you don't know (iOS option)
- Some network providers/phone OSs offer services to help screen calls
- Important legitimate callers will leave a voicemail message
- Know the signs of a scam - don't be a victim! Hang up, or better yet, waste THEIR time but don't give them anything!
- If you are truly concerned it might be legitimate, take a call-back number and consult with ISSS.





# How do I protect myself from scams?

**REMEMBER:**

**THE GOVERNMENT WILL NEVER CALL YOU, NEVER DEMAND MONEY OR PERSONAL INFO, AND NEVER THREATEN YOU. Hang up, it's a scam!**

- If you hang up once, don't pick up the number again.
- The scammer will eventually give up and move on.



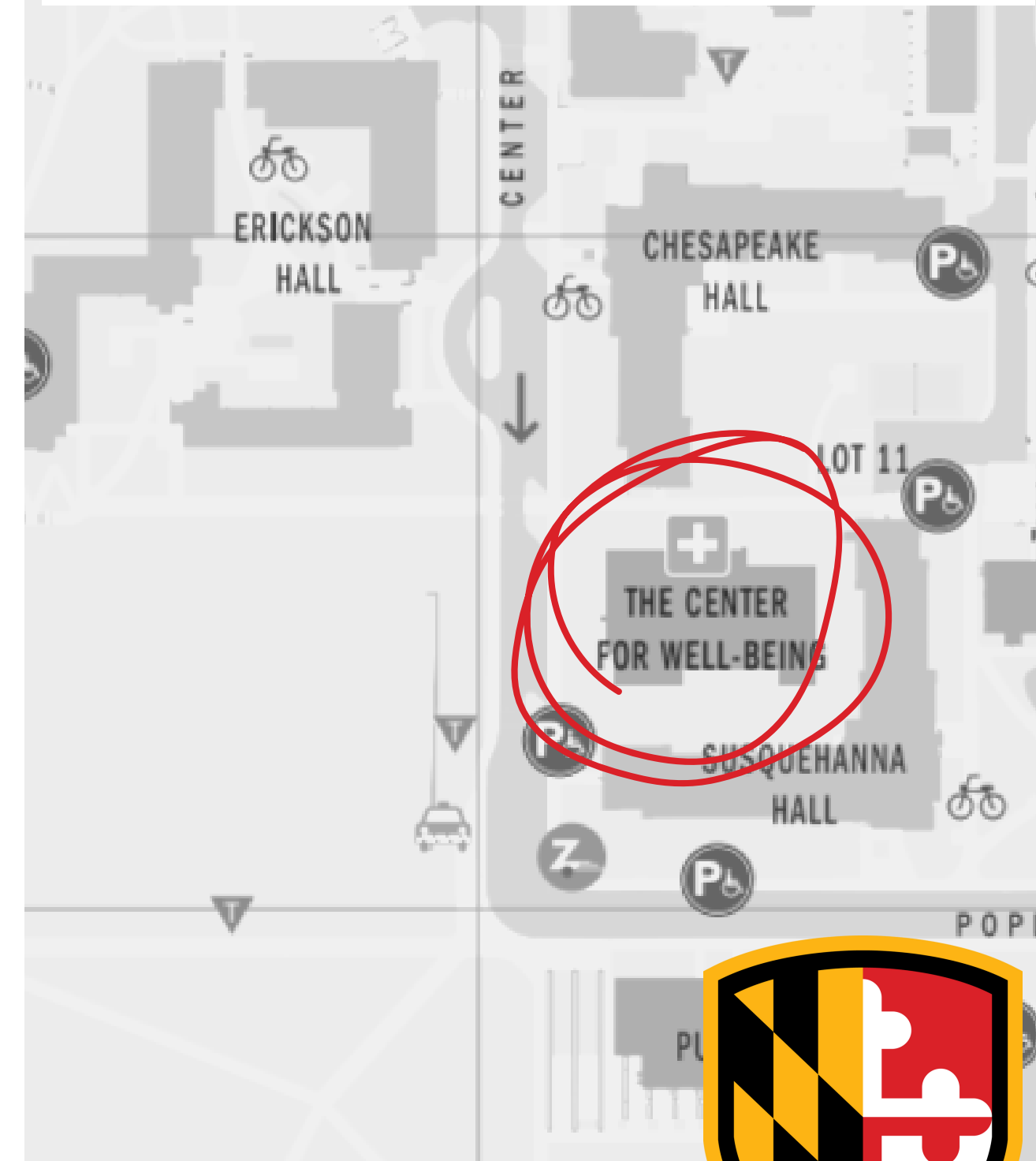


# Health Insurance

# Retriever Integrated Health (RIH) - Health Services

- RIH is UMBC's on campus student health services center. You'll be able to visit the doctor here as a student at UMBC.
- Health Services is part of Retriever Integrated Health (RIH) which also includes the Counseling Center and Office of Health Promotion.

RIH is located in The Center for Well-Being (D7 on campus map). Signs with the location are on campus



# Overview of Services

- Diagnosis and treatment of acute illnesses and injuries
- Treatment & monitoring of chronic illnesses
- Immunizations including MMR, Tetanus, Meningitis, Hepatitis B, Gardasil, seasonal flu, and others
- Preventative and routine gynecological and contraceptive care
- Tuberculosis screenings
- Routine physical examinations
- Sexually Transmitted Infection (STI) screenings
- Laboratory testing including free, confidential HIV testing
- Pharmacy services for prescriptions written by UHS providers, including birth control and emergency contraception
- Acupuncture
- Massage Therapy
- Flu and COVID-19 Vaccine Clinic



# Overview of Mental Health Services

- Individual Counseling
- Group Counseling
  - Undergraduate Student Process Group
  - Graduate Student Support Group
  - Support Group for Transgender, Non-binary, and Gender Questioning Students
  - Survivor First Group
  - Flexible and Balanced (FAB) Living
  - You've Got This

National Suicide and Crisis  
Lifeline: 988



# Overview of Mental Health Services

Three **FREE** online tools for mental health support

Assess, support,  
and maintain your  
well-being with  
**WellTrack.**



Get started at  
[health.umbc.edu/ReachOutRetrievers](https://health.umbc.edu/ReachOutRetrievers)



**REACH OUT  
RETRIEVERS**

Let's talk about  
how we're feeling.

Find peer-to-peer connections  
and support using **Togetherall.**

Visit [health.umbc.edu/ReachOutRetrievers](https://health.umbc.edu/ReachOutRetrievers)



**REACH OUT  
RETRIEVERS**

Seeing distress in your classroom?  
Let your students know you care.  
Kognito helps you start  
the conversation.

Visit [health.umbc.edu/ReachOutRetrievers](https://health.umbc.edu/ReachOutRetrievers)



# Is health insurance required?

# YES



- International students are required by law to hold a US health insurance policy. **There is no exception to this rule**





# **All students are automatically enrolled in UMBC's comprehensive health care plan**

- Plan name: Aetna Student Health
- Coverage begins at the start of the semester
- The cost of insurance will be billed to you (this is your premium)
- For services rendered at UHS, deductible is waived & covered medical expenses are paid at 100% (after copay)



# Review your Aetna Student Health Plan

- Basic policy benefits from University Health Services: Click [here](#)
- [Aetna Student Health full benefits summary](#): Click [here](#)



# However, if you choose a different plan:

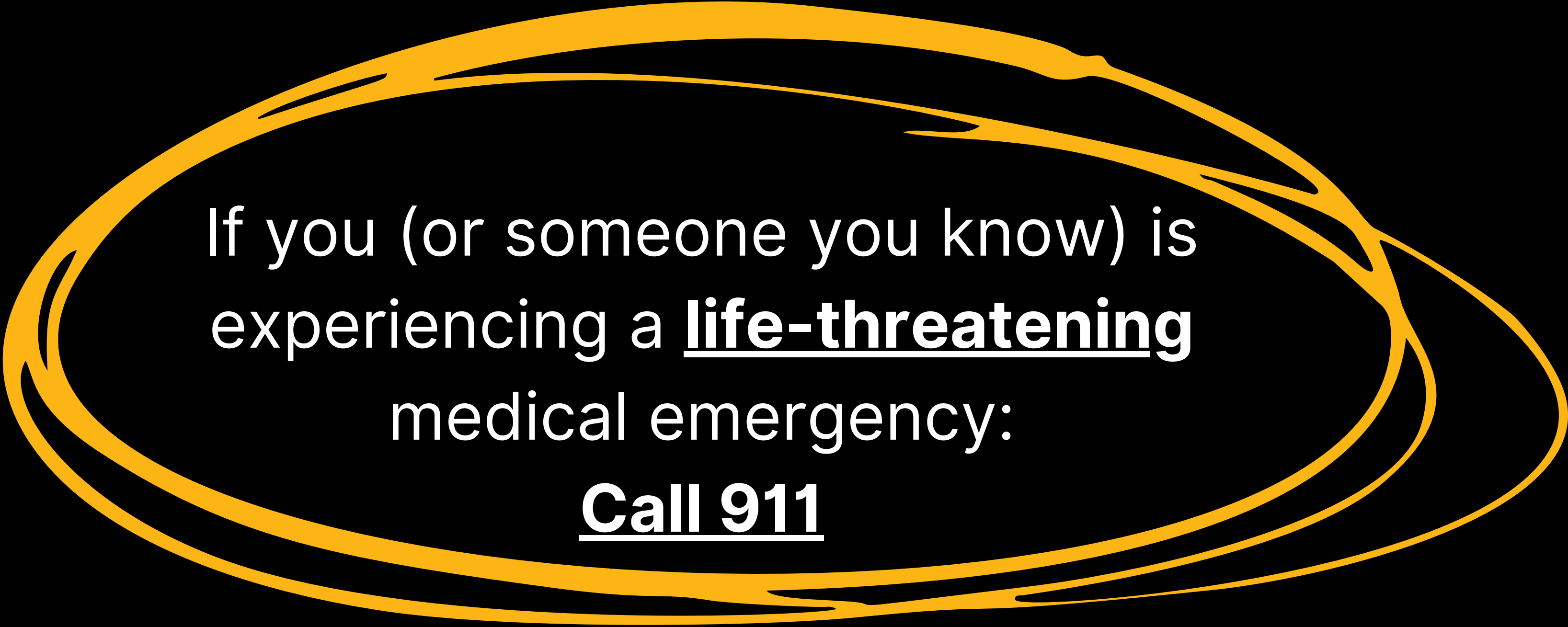
- The plan must meet certain minimum requirements. All policies will be audited by Student Health to ensure that they meet the requirements.
- You'll need to waive your UMBC insurance.
- The deadline to waive your insurance if you choose to do so, is **Sept 15**. If you do not waive you will not be refunded.
- These instructions only apply if you choose to purchase and use another insurance plan



# Reminder:

- You do not need to waive anything if you **keep** the university health insurance plan.
- Students not currently in the US do not need health insurance
- ISSS will email if we have questions about your current location - **it is your responsibility to let us know whether you are in or out of the US**





If you (or someone you know) is  
experiencing a life-threatening  
medical emergency:

Call 911



If you (or someone you know) is  
experiencing a mental health crisis

Call 988



# Upcoming Events





# Important Deadlines

September 7th - Last day to Drop/Withdraw and receive 100% tuition refund

- Review Refund Schedule

September 14th - Schedule Adjustment Deadline

September 15th - Graduation Application Deadline

- Graduate Student Graduation Application
- Undergraduate Student Graduation Application

October 5th - Deadline to apply for PRAC for CPT

November 9th - Deadline to Withdraw from Individual Course

December 13th - Deadline for complete term withdrawal

Review the Fall 2022 Academic Calendar for all dates/deadlines



# Upcoming Events

## UMBC Welcome Week

- When: August 27th - September 10th
- Time: Varies by Event
- Event Details: [welcomeweek.umbc.edu/events/](https://welcomeweek.umbc.edu/events/)

## Community Cookout

- When: Saturday, September 10th
- Time: 3 - 6pm EST
- Event Details: [welcomeweek.umbc.edu/events/](https://welcomeweek.umbc.edu/events/)

## International Student Welcome Reception

- When: September 6th
- Time: 2 - 5 pm EST
- Event Details: [iss.umbc.edu/orientation](https://iss.umbc.edu/orientation)

## Fall 2022 Career & Internship Fair

- When: Wednesday September 21st
- Time: 11:30am -3:30pm
- Register here: [Career & Internship Fair](#)

## Finding and Getting a Graduate Assistantship at UMBC

- When: Wednesday September 7th
- Time: 12:00 -1:30pm
- Event Details:  
[my.umbc.edu/groups/promise/events/10796](https://my.umbc.edu/groups/promise/events/10796)

## XTREME OPT WORKSHOP

- When: Wednesday September 21st
- Time: 12:00 -1:00pm
- Register here:



**XTREME  
OPT  
WORKSHOP!**

**REGISTER ONLINE @  
[MY.UMBC.EDU/GROUPS/IES](https://my.umbc.edu/groups/ies)**

**WEDNESDAY  
SEP 21 12-1PM**

**Come learn about the OPT  
application process!**



A series of virtual webinars from the Immigration Law Firm Fragomen:

- Registration is required
- View all events here: [Fragomen Events](#)

**Wednesday, September 7 at 2:00pm EDT- Open Q&A with Aaron Blumberg**

Fragomen Partner Aaron Blumberg will answer your immigration-related questions on CPT, OPT, H-1B, permanent residency, and other employment categories during this open Q&A session on



[www.fragomen.com](http://www.fragomen.com)

**Tuesday, September 20 at 1:00pm EDT - Immigration Options for Business Students, Investors & Entrepreneurs**

Join Senior Associate Carole Rowlinson and Associate Jake Minster for the upcoming session “Immigration Options for Business Students, Investors & Entrepreneurs,” on Tuesday, September 20 at 1:00pm EDT. We encourage you to submit your questions in advance via the registration form.

**Tuesday, December 6 at 2:00pm EDT- Open Q&A with Aaron Blumberg**

Fragomen Partner Aaron Blumberg will answer your immigration-related questions on CPT, OPT, H-1B, Permanent residency, and other employment categories during this open Q&A session on Tuesday, December 6 at 2:00pm ET.



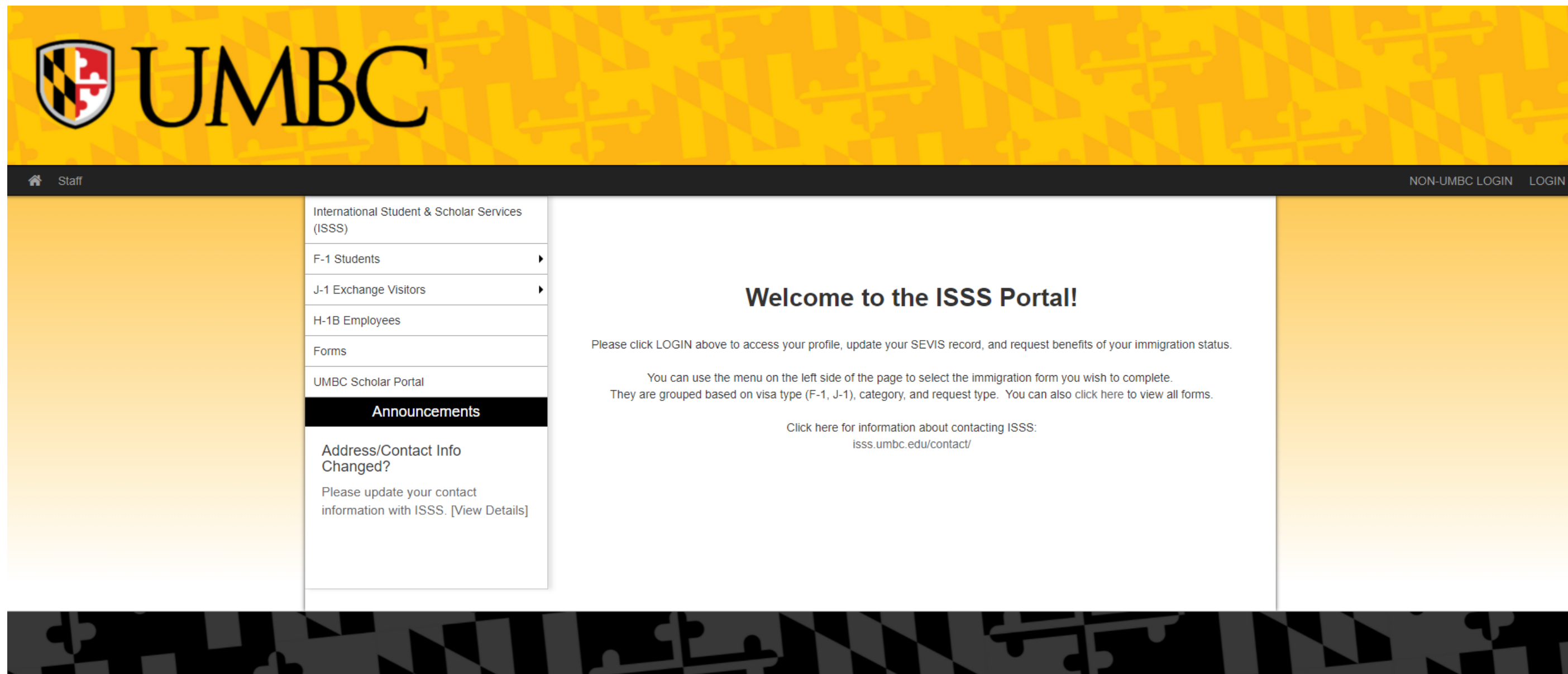
# ISSS Resources



# ISSS Portal

ISSS has gone paperless!

Complete all electronic applications via the ISSS Portal





# Questions? Need assistance?



## Contact Us

Before you schedule an appointment or contact us, the answers to most F-1 student questions can be found here:



CPT: Off-Campus  
Work Authorization



Social Security Numbers  
(SSN)



Travel Outside the US



Request a Letter



OPT: Post-Graduation  
Work Authorization



STEM OPT Extension



Extend Your F-1 Program  
(I-20)



Change of Immigration  
Status



New Students!  
Fall 2021 International Student Arrival Guide



Something else?  
See below to contact us!

The answer to most inquiries  
are available here:  
[issu.umbc.edu/contact/](https://issu.umbc.edu/contact/)



# What should I do if I have a question?



**Check the  
website!**

**Ask us on  
Live Chat**

**Submit a  
Help Ticket**

**Advising  
Appointment**



# Contacting the ISSS Team

The answer to most inquiries are available here: [issss.umbc.edu/contact/](https://issss.umbc.edu/contact/)

## Fall 2022 Advising and Live Chat Schedule

*NOTE: On Monday, August 22, Live Chat will only be available from 3:00 – 4:00 PM.  
There will be no Live Chat on Wednesday, August 24*



**Live Chat** (all times Eastern US Time)

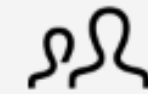
**Monday/Tuesday:** 2:00 PM – 4:00 PM

**Wednesday:** 10:00 AM – 12:00 PM

**Thursday/Friday:** 2:00 PM – 4:00 PM

[Live Chat](#)

► When should I use Live Chat?



**ISSS Advising Appointments**

**Monday/Tuesday:** 10:00 AM – 12:00 PM

**Wednesday:** 1:00 PM – 3:00 PM

**Friday:** 10:00 AM – 12:00 PM

[Book an Advising Appointment](#)

► When should I book an appointment?



# Contacting the ISSS Team


The answer to most inquiries are available here: [issss.umbc.edu/contact/](https://issss.umbc.edu/contact/)


## @ Submitting a Help Ticket

If you have a question or issue that you cannot resolve using any of the methods above, please submit a Help Ticket. We aim to respond to inquiries within **3-5 business days**. ISSS advisors respond to tickets during business hours: Monday through Friday, 9:00 AM to 5:00 PM.

**Please do not submit multiple tickets or contact individual CGE staff members.** This will only delay our ability to respond promptly to your inquiry.

- Recently admitted F-1/J-1 students
- Current F-1/J-1 students
- H-1B Employees
- UMBC faculty and staff
- Graduates of UMBC who are working on OPT or STEM OPT
- Users without myUMBC accounts or Single Sign-On (SSO) credentials

Submit a Help Ticket  
(UMBC user) 

Submit a Help Ticket  
(non-UMBC user) 





# Contacting the ISSS Team

**The answer to most inquiries are available here: [issss.umbc.edu/contact/](https://issss.umbc.edu/contact/)**

Follow guidelines for finding answers. If you need to submit a help ticket, remember:

- Response time - 3-5 business days
- Do not send multiple or reminder help tickets
- Do not include ISSS team personal emails in CC field
- Include full name and campus ID
- Include relevant information so we can best advise you
- Do not follow up via live chat or advising appointment before receiving a response



# Follow us on social media!

We're online! Follow us to learn about ISSS activities.



**Facebook:**  
umbcisss



**Twitter:**  
@umbc\_iss



**Instagram:**  
@umbc\_iss

✧ **Tag us** in your ✧  
adventures on ✧  
campus and the U.S.





# Welcome Back!

 **We wish you a wonderful Fall semester!** 