



INTERNATIONAL STUDENT ARRIVAL GUIDE

OFFICE OF INTERNATIONAL STUDENTS AND SCHOLARS



CENTER FOR GLOBAL ENGAGEMENT

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Access the Arrival Guide anywhere!



Scan the QR code to download the Arrival Guide and share it with friends.

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Guide Extras

Look for the light bulb!

Find important tips & reminders here!



Learn what other students think! UMBC Global Ambassadors will share their top tips & advice for students!



Info for UMBC at Shady Grove

Pay attention to this icon if you are studying at UMBC at Shady Grove.



INTERNATIONAL STUDENT AND SCHOLAR SERVICES (ISSS)

Overview of Services and Support

The ISSS team offers a variety of services and programs to support UMBC's international population. Check out the list below!

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.

Don't see what you're looking for?

Refer to our webpage for more information about our team. If you're still not sure, contact us at iss.s.umbc.edu/contact/.



DISCOVER OUR INTERNATIONAL STUDENT COMMUNITY

UMBC students are from over 100 countries! Meet our Global Ambassadors and #YouAreWelcomeHere Scholars. Connect with current international students!



Ujjwal: India (Data Science MPS)

Interests: sports, movies, video editing

What I love about UMBC: "I love the cross cultural experience I acquire here, academically and socially. [...] Academically, I have received invaluable support from my professors in my endeavors".



Ian: Cameroon (Pre-Engineering BS)

Interests: basketball, music

What I love about UMBC: "[...] the vibrant, diverse international community, where you'll find people from all over the world, with different cultures, values, mindsets, perspectives and ways of thinking."



Nazia: Bangladesh (Data Science MPS)

Interests: photography, volunteering, cycling

What I love about UMBC: "The professors are very friendly and helpful here. [...] I am so grateful I study abroad at an amazing university that has given me both knowledge and good memory."



Cindy: Korea (Statistics BS)

Interests: travel, cats, playing drums

What I love about UMBC: "[UMBC] understands that students must be well prepared and maintained for academic support as well as mental health [and in] life. UMBC feels like a new family to me."



Praise: Nigeria (Biological Sciences BS)

Interests: photography, playing instruments

What I love about UMBC: "If you talk about a campus that is culturally diverse and welcoming, professors who are ready to listen, entertain questions, and provide feedback [...], UMBC has it all."



Rokhaya: Senegal (Bio. Sciences BS)

Interests: baking, volunteering, reading

What I love about UMBC: "I love how we have a plethora of resources available to us from tutoring to counseling services. They really set you up for success and it is great having access to so much support"



Dhwani: India (Info Systems BS)

Interests: dance, music editing, photography

What I love about UMBC: "[...] the feeling of community that is built around the campus. It makes me feel at home. I love meeting new people on campus and learning about their cultures."



Aditya: Nepal (Computer Science BS)

Interests: swimming, hiking, camping

What I love about UMBC: "The University is very diverse and I get to interact with people from all around the world which is one of my favorite parts of studying at UMBC."



Mohammed: Ethiopia (INDS BS)

Interests: anime, manga, video games

What I love about UMBC: "The grit mentality and the academic environment. As a first member of my family going to the US to study it gave me a feeling of being welcomed."

CONTACTING ISSS, LIVE CHAT, TICKETS & ADVISING APPOINTMENTS

Hours, when to make an appointment & how to reach our office

Have a question?

Follow these steps to contact ISSS

Step 1: Always start with the website!

- Most answers can be found on our website. On the contact page there are icons that link you to the most common topics.

Searched and can't find an answer? Go to step 2

Step 2: Ask us on Live Chat

- Ask an ISSS advisor quick questions.
- Keep it brief, other students may be in the queue.
- Live Chat is not for following up on submitted requests or applications

Still need more help? Go to step 3

Step 3: Submit a Help Ticket

- Once you submit a ticket, all ISSS staff can see it.
- Current response time: 5-7 business days**
- You don't need to CC staff or submit follow up tickets.
- Help tickets are not for following up on submitted requests or applications

Still require further assistance? Go to step 4

Step 4: Advising Appointment

- Most questions are resolved before this step!
- An advisor can let you know if your situation requires an advising appointment.
- Don't need the appointment anymore? Cancel it!

What if I need to contact ISSS after hours?

If you have a **true emergency** and you need to reach ISSS after hours, contact campus police to connect you with a staff member. Contact UMBC campus police at: +1-410-455-5555.

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Live Chat & advising hours

- Click here** to view current Live Chat and advising hours. **Advising appointments must be booked in advanced**

When should I use Live Chat?

- Quick questions related to F-1 status and immigration, such as: F-1 credit requirements, CPT requirements, work authorization, travel
- Live Chat is NOT for following up on submitted requests or applications.**

When should I book an advising appointment?

- Have an issue too complicated for Live Chat
- Have documents that need to be physically reviewed (other than I-20 travel signatures)
- Advising appointments are NOT for following up submitted requests or applications.**

Contacting the ISSS Team

Most answers to questions can be found on our website!

Website: issss.umbc.edu

Contact us: issss.umbc.edu/contact/



How do I confirm my arrival?

When you arrive in the US, complete the New Student Arrival Documentation Check-in through the ISSS portal to confirm your arrival (directions on page 9). This is mandatory for new students.

- You do NOT need to come to the ISSS office or make an appointment to notify us of or confirm your arrival.**

Requesting Documents & Letters

Sometimes you need to request a signed document or letter from ISSS. To make these requests, follow the directions here.

- Plan ahead!** It takes 5-7 business days, for ISSS to process submitted requests.

COVID-19 BEST PRACTICES & RESOURCES

Important information about staying safe

Latest UMBC COVID-19 Guidelines

For the most up to date UMBC guidelines and best practices regarding COVID-19, visit covid19.umbc.edu

What are the COVID-19 vaccine requirements at UMBC?

Full COVID-19 vaccination is required for all students, faculty, and staff on campus.

Proof of vaccination with an approved vaccine **BEFORE** traveling to the U.S. is required.

Vaccination status and how to comply found in COVID Compliance Card on your myUMBC profile.

Students will be able (and required) to receive booster when eligible.

Will UMBC help me get a booster?

If you are not yet eligible to receive a booster, UMBC will help you get one when you're eligible. We will provide tests and masks on campus.

Provided you fulfill all monitoring and testing requirements, you will be allowed to live on campus and/or attend classes on campus.

COVID-19 safe on-campus behavior

Protect yourself & others by taking precautions. List current guidelines [click here](#).

Should I quarantine when I enter Maryland?

UMBC is following CDC's guidelines for international travel and quarantine. Those fully vaccinated are not required to quarantine but, self-isolation for a few days are recommended, especially after international travel.

This guidance may change as the health situation evolves, but we encourage you to plan to arrive at least 7 days before the start of classes in case you need to quarantine.

Do I need to show proof of insurance to get a COVID-19 booster?

No. You are not required to show insurance. You can get your COVID-19 booster before you get your student health insurance enrollment info. Pharmacy staff may ask if you have insurance but, if you don't have the information yet, you can say no.

On-campus operations

UMBC will be open for the semester. Students may find some spaces and facilities have alternative services or operations to adhere to current guidelines.

COVID-19 BEST PRACTICES & RESOURCES

Important information about staying safe

What if I get sick?

Call ahead to a healthcare professional, such as RIH, if you develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing. **Follow the directions of your local health authority.**

Retriever Integrated Health (RIH) - Health Services

Hours: 8:30 a.m. – 5 p.m. Mon-Fri

Phone: 410-455-2542

After hours support: 410-455-3230

Website: health.umbc.edu

If you are experiencing a COVID-19 health emergency

On campus: call UMBC Police at 410-455-5555 or call 911.

Off campus: call 911, or go to the nearest hospital emergency room.

Tips:

- Call in advance to allow your health care provider to direct you to the right facility.
- If you have been in close contact with a person with COVID-19 or recently traveled to an area with ongoing spread, and you begin to feel ill, tell your healthcare professional about recent contact.

How to get tested

- Free tests are available on campus, at the [Baltimore Convention Center](#) as well as [other sites](#) across Maryland.
- Baltimore County offers free ongoing COVID-19 testing. Access and make appointments [here](#).
- You do **not** have to be a Baltimore County resident to access the free testing.

Additional information/ current Maryland policies

Public health guidelines are subject to change.

We encourage you to always refer to local and state health departments and the websites of the CDC and the Maryland Department of Health for up-to-date and accurate information.

Websites:

- [Center for Disease Control \(CDC\)](#)
- [Maryland Department of Health](#)
- [UMBC Retriever Ready - COVID 19](#)
- [UMBC IES COVID-19 Information](#)

Twitter:

- Baltimore Co. Health Dept: @BaltCoGov
- Baltimore City Health Dept: @BMore_Healthy
- Maryland State Gov: @StateMaryland
- Maryland Dept of Health: @MDHealthDept

AFTER YOU'RE ADMITTED: GRADUATE STUDENTS

Complete these required steps once you're admitted to UMBC!

*This page is for admitted **Graduate Students***

Visit this page for full details.

Have questions about your admission? Email gradschool@umbc.edu to contact UMBC Graduate School.

ISSS is not able to answer questions about your UMBC admission.

- Accept your offer to secure your spot and set up myUMBC account**
 - Visit myUMBC to accept your offer and create your myUMBC account.

- Begin completing ISSS Pre-Arrival Checklist (pg. 10) to prepare your arrival**
 - Complete all steps in the visa and immigration process outlined in the ISSS Pre-Arrival Checklist on pg 10.

- Register for classes**
 - Sign up for classes when registration opens. Directions [here](#).

- Plan your housing**
 - On-campus housing info [here](#) and off-campus housing info [here](#).
 - **Plan where you'll stay when you first arrive.**

- Prepare proof of immunizations**
 - Complete mandatory requirements [here](#). Records must be in English. Info [here](#).
 - Students also must hold health insurance by the required deadline. Plan info [here](#). Mandate info [here](#).

- Complete Grad School Orientation**
 - Access Graduate School Orientation [here](#).

- Obtain your campus ID**
 - Access campus services and student discounts with your campus ID card. Learn how to [here](#).

- Complete the Academic Integrity Tutorial**
 - Access Graduate School Orientation [here](#).

- Pay your tuition and fees**
 - Use Student Business Services to pay your bill and review due dates.

- Purchase books and materials**
 - Purchase any required materials from the UMBC bookstore.

AFTER YOU'RE ADMITTED: UNDERGRADUATE STUDENTS

Complete these required steps once you're admitted to UMBC!

*This page is for admitted **Undergraduate Students** (first year only)*

[Visit this page](#) for full details.

Have questions about your admission to UMBC? [Click here to contact the UG Admissions team.](#)

ISSS is not able to answer questions about your UMBC admission.

Accept your offer to secure your spot and set up myUMBC account

- Accept your offer! To reserve your spot at UMBC, [visit myUMBC](#) and submit your non-refundable enrollment intention of \$425 by the date indicated in your admission letter.

Review any awarded merit scholarship decisions and Scholarship Retriever

- UMBC offers merit scholarships to incoming undergraduate international students. Other opportunities for incoming undergrad students are found in Scholarship Retriever. Notifications for merit scholarships are sent to students' email on file and on myUMBC. Direct UG scholarship questions to scholarships@umbc.edu

Send Final Transcripts and scores

- Admission is based on your academic record to date. You must submit a final, official transcript. Also request testing agencies submit your scores for any AP, CLEP, or IB exams. See [this page](#) for more info.

Begin completing ISSS Pre-Arrival Checklist (pg. 10) to prepare your arrival

- Complete all steps in the visa and immigration process outlined in the ISSS Pre-Arrival Checklist on pg 10.

Register for Orientation

- All new undergraduates must complete UG Orientation to learn about academic requirements, sign up for classes, and meet other new students. In late-March (fall enrollment) or mid-November (spring enrollment), students can sign up for Orientation.

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Plan your housing

- For first-year students, the on-campus housing application opens February 1 (fall enrollment) or October 1 (spring enrollment). On-campus housing info [here](#) and off-campus housing info [here](#). Plan where you'll stay when you first arrive.

Prepare proof of immunizations

- Complete mandatory requirements [here](#). Records must be in English. Info [here](#). Students also must hold health insurance by the required deadline. Plan info [here](#). Mandate info [here](#).

Obtain your campus ID

- Access campus services and student discounts with your campus ID card. Learn how to [here](#).

Pay your tuition and fees

- Use Student Business Services to pay your bill and review due dates.

Purchase books and materials

- Purchase any required materials from the UMBC bookstore.

Transfer student or studying at Shady Grove?

If you are an admitted UG transfer student or a UG student admitted to a program at UMBC-Shady Grove, make sure you indicate this by clicking the Shady Grove or transfer button to view any additional information or steps required on [this page](#).



PRE-ARRIVAL CHECKLIST

Plan your trip and arrival at UMBC. Complete all steps prior to arrival

- 1 Accept your offer & create your myUMBC account.**
 - You will login to the ISSS portal with your myUMBC [credentials](#).
- 2 Request & receive your signed electronic I-20**
 - For directions on how to request your I-20 and required documents, click [here](#).
- 3 Pay the I-901 SEVIS fee**
 - Pay the SEVIS fee [here](#). Take your SEVIS fee receipt to your visa interview. More info [here](#).
- 4 Complete a DS-160 visa application form & obtain your visa**
 - Ensure your passport is valid for at least 6 months after your arrival date in the US.
 - Complete the DS-160 visa application [here](#). Review instructions for F-1 visa process [here](#).
 - Schedule and attend visa interview. Once approved, receive your passport and visa.
- 5 Plan your housing**
 - **On-campus** housing info [here](#) and **off-campus** housing info [here](#)
 - Plan where you'll stay when you first arrive.
- 6 Schedule your flight to the US**
 - You can arrive **no more than 30 days prior** to your I-20 program start date.
 - Plan your airport transportation (see pg. 9).
- 7 Prepare proof of immunizations**
 - Complete **mandatory** forms & policies [here](#). Records must be in English. More info [here](#).
- 8 Pack and prepare for your trip to the US**
 - Review the list of important documents to have in your carry and packing info on pg. 8.
- 9 Fly to the US!**
 - Complete port of entry inspections and review info [here](#).
- 10 After you arrive**
 - Update your US address in myUMBC.
 - Complete "New Student Arrival Documentation Check-in" in [ISSS Portal here](#).
 - Complete all COVID vaccination requirements (pg. 5-6 and [here](#)).
 - Purchase books & materials
 - **Attend all mandatory sessions of orientation.**

Important myUMBC information

Do **not** share your myUMBC login details with anyone. Your username and password is your private information.



ARRIVAL PREPARATION & PACKING INFORMATION

Prepare for a smooth trip to the US

Important carry-on items & documents

The items below should be brought with you in your carry-on (hand luggage). **Do NOT pack these items in your checked luggage.**

IMPORTANT ITEMS TO PACK IN YOUR CARRY-ON LUGGAGE

- Valid passport
- Valid F-1 visa
- I-20
- I-901 Sevis fee receipt
- Admission letter
- Immunization record
- Residential address (where you'll stay when you arrive) for port of entry form
- Financial support documents
- Copies of documents & passports
- Money for initial expenses
- Phone & charger

Don't arrive in the US too early!

Students entering the US in F-1 status for the first time can only enter up to 30 days before the I-20 start date!



Prepare for the weather!

Maryland has four distinct seasons. Remember to pack clothing to stay comfortable during your first few months.

Summer:

- Avg. temp: 56.8°F (13.8°C) - 89.1°F (31.7°C)
- Very warm and humid. Some strong storms
- Wear: cool, loose clothing

Fall:

- Avg. temp: 43°F (6.1°C) - 68.4°F (20.2°C)
- Weather gets cooler, especially at night
- Wear: layers, sweaters & pants

Winter:

- Avg temp: 29.1°F (-1.6°C) - 42.4°F (5.8°C)
- Weather is cold with some snow
- Wear: heavy coats, gloves, warm layers

Spring:

- Avg temp: 50°F (10°C) - 72.8°F (22.6°C)
- Weather starts getting warmer. Sun & rain
- Wear: Jacket & light layers for varied temps

"You do not need to pack unnecessary things like spices, utensils, paper, pens. You will get everything here at a reasonable price." -Nazia



Additional packing information:

- Pack a few items that remind you of home!
- Additional information about entering the United States can be found [here](#).
- Don't pack any prohibited items! View the list [here](#).

"Scan your important documents so you have a copy you can access at any time in case something gets lost." -Tchuissi



AIRPORT TRANSPORTATION & CONFIRMING YOUR ARRIVAL

Get to campus from the airport & let us know you're here

Transportation from local airports

The following airports are the closest to UMBC:

BWI (Baltimore Washington International Airport)

Distance to UMBC: 7 miles

Uber/Lyft/Taxi:

- Average trip cost: \$30-40 USD
- Taxi pickup on lower arrivals level
- Uber/Lyft meeting point on upper departures level

Super Shuttle:

- Average trip price: \$55 USD
- Must book in advance online [here](#)

DCA (Washington Ronald Reagan National Airport)

Distance to UMBC: 40 miles

Uber/Lyft/Taxi average trip cost: \$100 USD

IAD (Washington Dulles International Airport)

Distance to UMBC: 55 miles

Uber/Lyft/Taxi average trip cost: \$140 USD

Ride Services & Tipping

If you use a ride service (taxi, shuttle, Uber or Lyft) - **Don't forget to tip your driver.**



- For app based service, tip can be added in the app after your ride
- If you are paying by card, you can add a designated amount to your total
- A 20% minimum tip is recommended

"Always hold a small amount of cash in your wallet for important emergency purposes. You never know when you might need it." -Ayomide



Confirm your US arrival

When you arrive in the US, remember to complete the New Student Arrival Documentation Check-in through the ISSS portal to confirm your arrival (this is mandatory).

- You do NOT need to come to the ISSS office or make an appointment to notify us of or confirm your arrival

How to complete New Student Arrival Documentation:

- Log on to the ISSS portal [here](#)
- Click "Search Forms"
- Choose "New Student Arrival Documentation Check-In"
- Choose your term (Spring 2021)
- Follow the directions in the application and upload the required documents

CELL SERVICE & BANK ACCOUNTS

Set up essential accounts & services

Cellphone service

There are a number of options to obtain service and a local phone number.

Most students start out with a sim card option for the first few months. Once they learn how they use their service, they set up service with a contract (prepaid option).

- Many students also use wi-fi to access communication apps such as WhatsApp and WeChat when they arrive.

Cellphone service options

Number on arrival with CampusSims:

CampusSims allows you to have a US phone number and service immediately upon arrival. You pay ahead for a designated amount of credit. Order a SIM [here](#).

Contract/Prepaid plan:

Most service operates on contract plans. Contracts are usually 2 years in length for the cheapest option. With a contract, you pay a prepaid amount on a monthly basis.

Pay-as-you-go (PAYG):

PAYG is similar to CampusSims. You purchase credit as needed with a local carrier.

Local carriers

Compare plan options across carriers to determine the best plan for you

Local carriers with locations near UMBC:

- T-Mobile Catonsville
- T-Mobile Lansdowne
- Verizon
- AT&T

For directions to local carriers, click [here](#).

Setting up a bank account

It's very important to setup a bank account in the US. When you open a bank account you will need to provide proof of identity. Call ahead to confirm what documents you need to provide. This usually includes:

- passport
- I-20
- proof of address
- initial deposit

Bank locations

Local banks include:

- PNC Banks (location on campus)
- Bank of America
- Maryland State Employees Credit Union (ATM on Campus)
- Wells Fargo

Click [here](#) for more information & directions.

"If your tuition and fees are withdrawn directly from your bank account (not a debit or credit card), there won't be processing charges." -Cindy



GROCERY STORES & FOOD DELIVERY

Where to purchase food & discover new favorites

Grocery stores near UMBC

Many of these stores are very close to off-campus housing and accessible via UMBC transit.

- Giant
- Safeway
- Weis
- Aldi

"The Commons has microwaves to warm up for food if you are bringing it from home." -Nastaran



International groceries near UMBC

This is only a small selection of the international grocers in the area. Check out the ISSS website [here](#) for more options.

- H-Mart (Korean)
- Orchard Market & Café (Persian)
- SuperFresh Halal Meats & Grocery
- Patel Brothers (Indian)
- Great Wall Asian Supermarket
- Lotte Plaza (Asian) (Halal meat)
- Heritage International Foods (African)

"Your campus card is very important. You can add money to it to buy food from places on campus" -Ian



Online food ordering and delivery:

Want to order your groceries online or have a meal delivered? Use one of the websites/apps below. **When using food delivery services, always make sure you tip the driver.**

- Instacart
- Uber Eats
- Door Dash
- Seamless
- Grubhub

Grocery & Food Delivery Services

Many online grocery & food services offer discounts on first orders & contactless delivery.



Local farmers markets

Want farm fresh produce from local vendors? Visit one of the area's farmers markets. Some markets have limited hours or open certain months. Check websites for hours.

- Catonsville Sunday Farmer's Market
- World Famous Lexington Market
- Baltimore Farmer's Market & Bazaar
- Cross Street Market in Federal Hill

Food, banks and local services at USG

UMBC at Shady Grove Students refer to page 26 - 28 for more information on shopping and service in the Rockville area



LOCAL STORES & ACCESSING EVERYDAY NEEDS

Get to campus from the airport & let us know you're here

Everyday goods and furniture

There are a numerous large retail stores where you can purchase household necessities, furniture and supplies. For larger and longer distance trips, a car is recommended.

Everyday goods and some furniture:

- Target, Walmart, Big Lots, Dollar Tree

Furniture & decor:

- IKEA, HomeGoods, Bed Bath & Beyond

Hardware:

- Ace Hardware, Home Depot, Lowes

Electronics:

- BestBuy

Pharmacies

Visit a pharmacy for health, medicine and wellness products. Pharmacies near UMBC campus include:

- CVS Pharmacy
- Rite-Aid Pharmacy
- Walgreens Pharmacy

Affordable winter clothing

Need extra winter clothing? You can often find warm winter coats and jackets at affordable prices at many stores. Some options:

- Outlet malls: Aurrndel Mills
- Discount stores: TJMaxx, Marshalls, Ross
- Thrift stores: Goodwill, Finders Keepers

Retriever Essentials

Retriever Essentials is dedicated to ensuring all students have access to sufficient food & essential goods. Their mission is to eliminate food insecurity in the UMBC community.

Retriever Essentials operates a food pantry located on campus as well as a designated collection point for pre-packaged food bags.

More about Retriever Essentials [here](#).

Saving on purchases

Make sure you check for specials, including student discounts, when making purchases, online or in-person.

- Grocery stores usually update their store specials on a weekly basis
- You can also look at online coupon websites or the Sunday newspaper for coupons to save extra
- Check out local student discounts [here](#)

Online Ordering & Pickup

Many shops offer online ordering & curbside pickup options if you want to limit your in-person shopping.

If you choose to shop in-person, follow all health & safety guidelines.



HOUSING, BUDGETING & OTHER EXPENSES

Explore housing options & plan your budget

Important pre-arrival housing and accommodation planning info

Don't come to the US without a place to stay: Do not fly to the US without having accommodation arranged (at least temporary) for when you arrive. It is very important you have somewhere to stay!

On-Campus housing - Undergrads

Undergrads can choose to live on or off campus. Many new undergraduate students prefer to live on campus. Admitted students will receive directions on applying for housing in the admissions package.

- Apply before the deadline. On-campus housing fills up quickly.
- Students are not required to live on campus.

Learn more about UMBC Residential Life [here](#)

On-Campus housing - Graduate

Graduate students can choose to live on-campus in Walker Avenue Apartments and can apply from their website directly.

- Students are not required to live on campus.

Renting off-campus

Rent for off-campus student housing is typically paid on a monthly basis. Confirm any additional costs you will incur in addition to rent. This can include: utilities, garbage, and amenities fees.



Off-Campus housing and Off-Campus Student Services

Many students live off-campus. **Plan early!** Finding housing takes time, make sure to start the process as early as possible.

OCSS offers services, programs and academic and social support to help students. Discover housing and public transport options, review leasing agreements, set up utilities, find roommates and more.

Off-campus housing options near USG

UMBC at Shady Grove students refer to page 26 - 28 for more information on finding housing in the Rockville area



Other bills

In addition to rent & utilities, budget for these recurring expenses:

- internet
- phone bill
- streaming services (optional)
- groceries

Utilities in winter

Bills for utilities, such as electricity, are higher during the winter and summer months due to increased air-conditioning and heater use. Be prepared for a potentially higher bill.

Sharing costs

Many students choose to split costs to save money or pay bills. The following apps are popular to pay others & transfer money:

- Venmo
- Zelle

AREA TRANSPORTATION OPTIONS

How to get around Catonsville, Baltimore & the surrounding area

UMBC Transit

Campus shuttle - free for students

UMBC Transit is the campus shuttle. The shuttles have a variety of routes that travel in the local area, to BWI, and into Downtown Baltimore. You must show student ID to board. Check out UMBC transit routes and maps [here](#).

" UMBC Transit shuttles go to several places around the Baltimore area including the Arundel Mills Shopping Mall. It is a great way to save on transportation." -Rokhaya



MTA (Maryland Transport Authority)

Baltimore Public Transportation

Use MTA public transport options to travel throughout Baltimore and surrounding areas. Options include bus, metro, and light rail. Fare: \$1.90 per trip, All Access College Transit Pass: \$52.90 per month
Routes and more info [here](#).

Charm City Circulator

Free transport in Baltimore city center

The Charm City Circulator is a **free** shuttle that travels to popular locations and stops in Baltimore city center. Learn more [here](#).

Free Bike Rentals

You can rent bikes and sports equipment through the RAC with your campus card. Learn about Retriever Fleet [here](#).



Buses & trains - long distance

Want to travel further outside the city? Look into these bus, train and plane options.

Bus:

- There are a number of affordable long-haul bus companies. Some options are: Greyhound, BoltBus, Megabus, Peterpan

Train:

- MARC - Maryland train system, travels from Baltimore to DC, and surrounding
- Amtrak - US-wide train network

Plane:

- BWI is the nearest airport to UMBC campus
- Other airports: IAD (Dulles) & DCA (Reagan)

Ride-share

Popular ride-share options available:

- Uber
- Lyft

Don't forget to tip your driver in the app!

Driving in the US

If you plan to drive in the US you are **required** to obtain a **valid** US driver's license. For instructions on obtaining a Maryland driver's license visit [this page](#) and the [MVA website](#)

- If you plan to park on campus you will also need to get a [parking permit](#)

Car rentals with ZipCar

Rent a car and explore!

If you're age 18 or older with a valid driver's license check out ZipCar! ZipCar allows you to prepay to rent a car by the hour.

Shady Grove Parking & Transport

Refer to pages 26-28 for info about USG parking and area transportation options



ORIENTATIONS, VIRTUAL LEARNING & SETUP

Get ready for your first weeks of study at UMBC

New Student Orientations

As a new student, make sure you attend the following orientations. Click the links for more info.

Undergraduate students:

- International Student Orientation - **Attendance is mandatory.** Learn more [here](#)
- Freshman and Transfer Orientation - Learn more and register [here](#)

Graduate students:

- International Student Orientation - **Attendance is mandatory.** Learn more [here](#)
- Graduate School Orientation: Orientation is online on Blackboard
- Program Orientation - check with your program and UMBC email for details on orientation

Online learning setup checklist

Be sure your virtual learning is successful! Use these tips to set up your personal study area.

- Create a dedicated space where you can study without distractions
- Make sure you have all the necessary equipment: Laptop, headphones, notebook, pens, supplies
- Ensure you have reliable internet access
- Check your UMBC email regularly
- Verify if your classes are synchronous or asynchronous

"Understand the syllabus well. If you have difficulties, speak to your professor or the teaching assistant for support." -Cindy



Internet access

Reliable internet access is essential for a successful semester and virtual learning. Make sure you have sufficient access to complete your coursework.

"UMBC has free and strong WiFi network available. There's also plenty of drinking water stations to refill your reusable water bottle." -Chetan



PLATFORM, MYUMBC, EMAIL & CAMPUS CARDS

Familiarize yourself with UMBC systems

MyUMBC

MyUMBC gives you access to Blackboard, the ISSS portal, email, grades, billing and other services. Follow and connect with groups and organizations. Also, find and sign-up for campus events and activities.

- Learn how to setup your account [here](#)
- **Do not** share your myUMBC password with anyone. This information is private to you.

"Always reach out to the professor if you have any issues with courses and keep in touch with your advisor." - Praise



Webex

Your online lectures and virtual meetings will be run using Webex. Each registered student will have a personal room to host meetings and can also join meetings via links provided.

- Get started with Webex [here](#)
- Webex FAQ's [here](#)

UMBC email

UMBC email is hosted by Gmail. **It is strongly recommended that students check their UMBC email account on a daily basis.**

- View the UMBC email FAQ page [here](#)

Software

UMBC offers students a selection of software and services available for download.

- A full list of software available to students and how to download is found [here](#).

Blackboard

Blackboard is UMBC's course management system. You can view all of your courses, submit assignments, view presentations and recorded lectures, and check your grades.

- Access Blackboard [here](#)
- Learn more about Blackboard [here](#)

"Check the Blackboard Activity tab on MyUMBC. There are statistics to show you how you're doing in your classes." -Hrishi

What if I have questions about UMBC's technology resources?

UMBC's Department of Information Technology has an extensive FAQ page in case you ever need help troubleshooting something yourself. Find it [here](#).

Still need help? Request a help ticket through the Request Tracker [here](#).

Campus cards

Your campus card is your student ID. Use it for:

- | | |
|----------------|----------------------|
| • UMBC transit | • Swipe Access Rooms |
| • Meal plans | • The RAC |
| • Library | • Discounts! |

"Get your campus card as soon as possible to start getting student discounts!" -Kirthana



BILLING, TUITION & FEES

Understanding your bill & best campus contacts if you have questions

Tuition

Tuition is the cost charged to pay for your classes at UMBC. Your tuition costs are based on your level of study at UMBC and the number of credits you are enrolled in. Tuition is charged every semester and is mandatory.

- A breakdown of tuition (and fees) is updated on the Student Business Services (SBS) website [here](#)

Fees

Fees are charges for services you access as a student at UMBC. **All fees are mandatory.** Some fees are charged only once, others are charged each semester. Find an explanation of fees [here](#).

- A breakdown of fees (and tuition) is updated on the Student Business Services (SBS) website [here](#)
- Fees may appear on your bill at different times. For example, the International Student Fee is charged after the add/drop date

Health insurance charges

Health insurance is charged separately from tuition and fees. Charges for health insurance may appear on your bill after tuition and fees if you are covered under the UMBC health insurance plan.

- If you have questions about health insurance or charges for UMBC health insurance, contact Retriever Integrated Health - UHS [here](#)

How do I get my bill or know what amount I owe?

UMBC issues all bills electronically. Access your e-bill by logging into your myUMBC account. You can also access your most current account information through an account inquiry on myUMBC. Info about accessing bills and your account is found on the [SBS website here](#).

- Access e-bills by logging into myUMBC, select Billing & Personal Finances under Guide and click on Payments & Billing
- For account inquiry directions [click here](#)

When is my bill due?

When you receive your e-bill and when your bill for tuition and fees is due, depends on when you register.

- Info about the billing schedule and due dates are [here](#)
- Info about payment plans can be found [here](#)

Who do I contact about my tuition, fees and billing?

You should contact Student Business Services (SBS) regarding any charges to your account for tuition and fees and any billing questions.

- SBS Website: <https://sbs.umbc.edu/>
- Contact SBS by submitting an inquiry [here](#)

Have more questions about billing ?

Student Business Services (SBS) is the best team to help you with questions about billing. If you need help, [submit an inquiry here](#)



EVENTS, CLUBS & WELCOME WEEK

Meet new friends, share your learning and make your voice heard

Welcome Week

A UMBC tradition! At the start of the semester, UMBC departments and offices come together to welcome new and returning students back to campus. There's also free food and UMBC gear giveaways! Check it out [here](#).

"Welcome Week is the first event of the year to participate in. It's a great chance to have fun, get free food and win UMBC merchandise" -Hrishi



Student Organizations & Involvement Fest

Discover UMBC's clubs, and organizations. Join to explore your interests with other students. If there's not a club for it, start your own! Click the links to discover [organizations](#) and [Involvement Fest](#). There's opportunities for everyone to get involved!

"Get involved with on-campus societies even if it's out of your comfort zone!" -Nastaran



Student Events Board (seb)

(seb) plans campus events, including live music, movie nights, trips, and more. Give yourself a break and enjoy time with friends. (seb) provides the UMBC community with opportunities to create and shape campus life into an active and enriching environment.

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Student Government Association

The UMBC SGA organizes undergraduate students to create community, support co-curricular and academic experiences, and gives a voice to students. Get involved [here](#).

Graduate Student Association

[GSA](#) represents the interests and concerns of UMBC graduate students, by providing a forum for discussions and recommendations on matters involving graduate students & welfare.

GEARS (Graduate Experience, Achievements & Research Symposium)

[GEARS](#) showcases students' creative achievements, research accomplishments, and shares experiences with peers. It's a friendly atmosphere to promote collaboration, improve communication skills, and celebrate the hard work of graduate students.

"Explore new opportunities, places, & food during the 1st semester. The journey is going to be a wholesome experience. People are here to help. You may be overwhelmed by the new environment but, it's all part of the experience. Make the best of it & enjoy the journey." -Nazia



Sports & events

Visit the [Chesapeake Employers Insurance Arena](#) (formerly UMBC Event Center) to catch UMBC sports and live events. From athletics, to concerts, to live theater and comedy. There's always something to do!

WELLBEING & STUDENT SUPPORT

Comprehensive & confidential support

Retriever Integrated Health - Health Services

UMBC provides outpatient primary care clinical services, health programming, and outreach. Services include diagnosis of acute illnesses, immunizations, routine physicals and more. It is located in the Center for Well-Being. View list of services [here](#).

"UMBC offers a mind spa which is perfect for meditating and relaxing. It's located in the Center for Well-Being and is a great place to go to in between or after classes." -Rokhaya



Retriever Integrated Health - Counseling Center

The Counseling Center offers free and confidential services to all registered UMBC students. From individual, couples, or group counseling to workshops, presentations, consultation and self-help resources. It is located in the Center for Well-Being. View services [here](#).

"I encourage using the counseling center's services if you are feeling overwhelmed. Moving is challenging, and it is normal to feel overwhelmed or alone. Sharing those feelings with someone who is an expert can be really helpful." -Nastaran



Academic Success Center

The Academic Success Center provides support services to UMBC undergrad students. [Services](#) include, tutoring, writing center, peer study sessions, workshops and more.

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i3b (Initiatives for Identity, Inclusion & Belonging)

i3b creates opportunities for students to build their awareness and knowledge of diverse people, cultures and belief systems. i3b offers facilitated discussions, informal gatherings, educational engagements, classes, presentations and campus-wide events.

[Spaces include:](#) The Interfaith Center, Pride Center and The Mosaic. [i3b MyUMBC page](#)

Women's Center

The Women's Center advances gender equity from an intersectional feminist perspective through co-curricular programming, support services, and advocacy for marginalized individuals and communities. Discover resources, support and programming [here](#).

OEI (Office of Equity & Inclusion)

OEI is responsible for promoting and coordinating the University's core values of inclusive excellence and equity. The primary responsibility is managing UMBC's efforts related to Title IX as well as other civil rights issues, including discrimination, harassment, hate and bias. OEI resources available [here](#).

Student Code of Conduct

For information, policies and details please see the UMBC Code of Student Conduct. Click [here](#) to review the document.

UMBC STUDENT LIFE

Take a break, catch up with friends, or even, explore the world

The Commons

The Commons is the hub of student life. Situated in the middle of campus, it is the place to go before, between and after classes. Eat, study and relax here.

"Don't be afraid to talk to people. You will meet a lot of great people here at UMBC and make new friends." - Praise



UMBC Dining

Try one of UMBC's delicious places to eat. There's coffee shops, True Grits dining hall, full service restaurant, and plenty of grab-and-go options. Pick up a favorite or try something new!

The Gameroom

A favorite spot to socialize for many UMBC students! Take a break and have some fun. There's billiards, tvs, ping pong, board games and more! It's a great way to meet people!

The Gameroom is the best place to go on Fridays after class. Students are usually there to destress for the week and you might make a friend or two in process!" -Ayomide

Education Abroad

Go abroad as a UMBC student! It's one of the best ways to acquire global and intercultural skills. Take advantage of the opportunity to take UMBC courses that apply to major, minor, and GEP requirements while also engaging in a meaningful educational experience!

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Running & walking on-campus

Stretch your legs, get outside and take a stroll on UMBC's serene campus. Find walking and jogging paths and maps [here](#).

" I enjoy and highly recommend using the athletic ground [or the RAC indoor track] near the Event Center, if it's not in use. The ground is flat and synthetic if you need to avoid hard or uneven surfaces" -Ujjwal



RAC (Retriever Activities Center)

The RAC is the fitness and recreation facility. Activities include: gym, club and intramural sports, group fitness, indoor track, basketball and tennis courts and more! Check it out [here](#)!

"UMBC has 6 outdoor tennis courts you can use. There's also flood lights so you can play in the evening." -Chetan



Library pond

The Library pond on campus is a favorite place for students to relax. It's a great spot to read a book, enjoy sunset and sit with friends.

"My favourite campus spot is the library pond. If the weather is nice it's a great option to chill with friends." -Ujjwal



Commonvision

Commonvision is UMBC's printing and design service. Looking for ways to stay entertained? Discover free fun [here](#)! Visit Commonvision for a full list of services.

CAREER PREP TIPS FOR NEW INTERNATIONAL STUDENTS

Discover tips to help you thrive & prepare for your career journey ahead

Build your career ready skills

Employers are looking to hire college students and graduates who know how to use their talents, strengths, and interests. Career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for successful transition into the workplace. The four NACE career competencies employers seek most include:

- Critical thinking/problem solving
- Professionalism/work ethic
- Teamwork/collaboration
- Oral/written communication

Take an inventory of the NACE career competencies and identify your areas of strength along with those that you want to develop during your time at UMBC.

Meet the Career Center!

The Career Center works with students at every academic level. Services include:

- career advising
- applied learning opportunities (internships, co-ops, and research)
- networking events
- career & professional skills education
- recruiting
- interviewing



Know your resources

UMBC offers numerous career resources to help you succeed.

1. Schedule to meet with the Career Center Team for a resume review, interview preparation, career advice, & more! Find your assigned career coach here based on your UMBC area of study.
2. UMBCworks is an online recruiting and job/internship listing system that allows you to view and apply for on-campus jobs, internships/co-ops, and full-time opportunities. UMBCworks is also where you schedule appointments with Career Center staff.
3. GoinGlobal is great tool to search for jobs in your home country or others around the globe. Search for job listings by country and city, and view a database for employers who have sponsored H1-B visas in the past.

Expand your network

Networking is making personal & professional connections & building them over time to advance your career knowledge or help you find opportunities related to areas of interest. Networking is also one of the most successful ways of finding a job or internship. Ways to network at UMBC:

- Career fairs (many companies seek to hire students like you!)
- Retriever Connect
- LinkedIn
- Your personal circle of connections (learn about breaking into the industry)

"I highly recommend booking an appointment with the Career Center and get your resume reviewed to start applying for available on-campus jobs." -Kirthana



GET HIRED: PREPARING YOUR JOB SEARCH

Tips to start your search and jumpstart your career

It's never too early to begin thinking about the on-campus job and internship search process. Though you aren't eligible to work off campus (using CPT) for 2 semesters, you can search and even interview for positions that will start once eligibility begins!

Tailor your resume to fit your industry and the job

Using the same resume to apply for multiple positions won't make you stand out as a candidate. Pay attention to keywords including skills and experience listed in the job description. Incorporate them into how you describe your own skills and experience. Make it obvious you have what the employer is looking for!

"[The Career Center] assisted me in determining the type of qualities employers look for based on job types. and that an on-campus job CV is different from an internship CV." -Nazia



Network

Remember, who you know matters! See Expand Your Network (above).

- Learn more about ways to network [here!](#)

Follow up on the application

Send a polite (and succinct) note to reiterate your interest in the position. Do this by emailing the company contact listed in the job description or simply searching for a recruiter on LinkedIn.

"Make sure to update your resume by making an appointment with the Career Center. Most of the companies start the hiring process in Fall. You need to get ready!" -Tchuissi

Keep a detailed list of all jobs applied for

An organized search is very important! Create a document that includes job title, company name, date applied, closing date, and job contact for every position you apply to.

Use multiple job search tools

Start with UMBCworks! Employers who post on UMBCworks are interested in UMBC students. From there, broaden your search to LinkedIn and other job boards that are specific to your industry.

Want to know more?

Prepare your on-campus job search, learn the difference between resumes for technical positions and non-technical positions [here](#).



RELIABLE INFORMATION & NEWS

Stay up to date with campus information and current events

Social media

UMBC, State and National departments and organizations have social media accounts which share information. Always make sure your news is from a verified and reliable source.

"Just exploring UMBC websites helped me learn more about the school, the campus life and the general dynamic. Following UMBC accounts on social media made me quickly familiar the university and campus." -lan



UMBC alerts

UMBC occasionally sends important alerts to the community via UMBC email and via text message. Alerts may pertain to inclement weather, campus outages or safety. This service will only be used for alerts deemed as critical to the UMBC community. [Info and sign-up here](#)

UMBC email

Check your UMBC email, at minimum, daily. Important course and university updates and info are often shared via email. ISSS will email students directly with any important information, including any changes to current immigration or employment regulations.

Local television stations

Most major US cities have local television networks covering area and national news and weather. Local stations are affiliates of national networks. Baltimore area stations below:

- WBAL - Channel 11
- WMAR - Channel 2
- WBFF - Channel 45
- WJZ - Channel 13

Newspapers

The **Baltimore Sun** is the area's largest newspaper. Unlimited access to the online version requires a subscription. There are also a number of smaller, local newspapers in the area.

Public news radio

Public radio is an easy and convenient way to access both local and national news. Tune into Baltimore's local National Public Radio (NPR) station **WYPR 88.1 FM**.

Weather information

Maryland has wide-ranging temperatures during the year. Ensure you are prepared for any inclement weather. Use a weather app for up-to-date information. Options include:

- Accuweather
- Weather Underground
- Dark Sky
- Weather Channel

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UMBC at Shady Grove alerts

UMBC-Shady Grove follows USG's campus alerts. Sign up for USG campus alerts [here](#)



SHADY GROVE STUDENT INFO

Information and services for students attending UMBC on the Universities at Shady Grove campus

What is UMBC - Shady Grove?

UMBC at the Universities at Shady Grove (USG) is located in Rockville, Maryland. With select undergrad and grad programs available, USG offers the reputation of UMBC in a convenient location near Washington, D.C.. USG has easy access to government agencies, contractors and major healthcare organizations. One of nine institutions at the Universities at Shady Grove, UMBC is part of a consortium of schools within the University System of Maryland (USM), which allows students to explore opportunities as they complete their UMBC degree.

The Universities at Shady Grove (USG) Student Services

USG's Student and Academic Services (SAS) centers support students from all of USG's nine partner universities. Service centers include the following:

Career and Internship Services Center (CISC):

- Services: resumes, cover letter, mock interviews, job search, career coaching. [More info here](#)

Center for Counseling and Consultation (CCC):

- Services: personal & career counseling, individual, couples, & group counseling, and workshops. [More info here](#)

Macklin Center for Academic Success (MCAS):

- Services: academic coaching, disability support, research and statistics, workshops, and writing support. [More info here](#)

Center for Student Engagement and Financial Resources (CSEF)

- USG scholarships and financial support, Grover Essentials, student life, organizations and leadership opportunities. [More info here](#)

USG ID Card

A USG ID Card is required for all USG students to access USG campus services. Policy requires all students obtain and carry a USG ID card anytime they are on campus. [Request your USG ID card here.](#)

USG Log-on

Your USG Logon ID is the username used to access computers and other computer services at The Universities at Shady Grove. Please see more information regarding how to claim your USG Logon ID [here](#).

- If you need help accessing USG self-service portal or technical support, contact USG OIT (in Building III) contact info [here](#).

Food and grocery options

USG offers a variety of food options at the Green Grove Cafe (Building III) and the Grover Cafe (Building IV). More campus food info [here](#).

There are several grocery store options near the USG campus including:

- Giant (walking distance): directions [here](#)
- Trader Joe's: directions [here](#)
- H Mart: directions [here](#)
- Lotte Plaza: directions [here](#)

SHADY GROVE STUDENT INFO

Information and services for students attending UMBC on the Universities at Shady Grove campus

USG local housing resources

While USG does not offer on-campus, residential housing for students, there are rental options and opportunities available in the surrounding local community.

- USG Housing Guide: [Link here](#)
- Nearby suburbs: Gaithersburg, Rockville, Germantown, North Potomac, Derwood

Parking at USG

To park on USG campus, students must purchase a parking permit, pay by the hour, or pay the daily visitor rate. Purchase permits and learn more [here](#).

- Student parking is located in the Shady Grove Garage and Parking Lot 1 during day hours.
- Students may park on level 4-6 of the Traville Gateway Garage only between 4 pm - 6 am and all day on the weekends.
- Disabled parking is available in Lots 4 and 5.

Bank locations at/near USG campus

Local banks include:

- PNC Bank ATM (located inside Giant)
3 minute walk from campus
- Citibank ATM: 6 minute walk from campus
(located near Trader Joe's grocery)

Important bank account information

If you wish to open a bank account, you must visit a full-service bank branch, not an ATM.

- Review opening a banking account and important documents on pg. 12.



USG Priddy Library

UMBC students use their library code at Shady Grove for library reservations and to access UMBC's Library online to print articles. You can find this number on your USG Campus ID Card. Please [visit USG's Library website](#) to learn more.

- UMBC-Shady Grove students can access services offered through UMBC's Albin O. Kuhn Library [here](#).

Don't forget: USG Campus ID required for UMBC-Shady Grove students

A USG ID Card is required for all USG students to access USG campus services. Request your card [here](#).



Transportation

Students can access public transportation in the area including Montgomery County's Ride-On Bus System and Metrorail and Metrobus systems. Transit info and directions using the RideGuide found [here](#). More info regarding transportation options and services found [here](#).

Course sharing

Full-time UMBC students at USG are eligible to take part in course sharing through the other institutions at USG. [Click here](#) to learn more.

- If you find a "course shared" course that you want to register for, you must contact your Advisor for approval and complete the necessary paperwork (IIR form).
- The credits and grade earned will count as resident credit appear on the student transcript and count toward GPA calculations.

SHADY GROVE STUDENT INFO

Information and services for students attending UMBC on the Universities at Shady Grove campus

Office of Information Technology

For IT-related needs and services at USG, please visit OIT [here](#).

USG Student Accomodations

UMBC-Shady Grove works very closely with UMBC's Student Disability Services (SDS) Office on the Catonsville campus to provide services for registered students with disabilities. Students with physical or learning disabilities who request accommodation services must register with SDS. [Applications and info here](#).

Campus Recreation Center (CRC)

The CRC provides students at the Universities at Shady Grove everything needed to maintain a healthy and fun lifestyle at an affordable price. The fitness center has a variety of resistance equipment along with an assortment of aerobic/cardio classes. Students can access strength training, free weights, cardiovascular & selected fitness equipment. Personal trainers are also available. [Learn more about CRC here](#)

Grover Essentials

USG recognizes food insecurity can have a negative impact on physical, mental, and emotional health. USG has an on-site resource to increase food access and promote wellness. Grover Essentials provides supplemental food and basic necessities to contribute to the well-being of our community. More info [here](#)

Student Life and Engagement

Students have many opportunities to be involved in student organizations and engage in activities on the USG campus. More info [here](#)

Weather & Emergency Alerts

UMBC-Shady Grove follows USG's campus closings, not UMBC-Main Campus. You can check on the status of closings by calling USG Student Services at 301-738-6000 or [sign up for campus alerts through E2Campus here](#).



Need more help? Important USG contacts

UMBC at The Universities at Shady Grove:

- shadygrove.umbc.edu
- 301-738-6081
- Email: shadygrove@umbc.edu

Universities at Shady Grove

- shadygrove.umd.edu

CAMPUS CONTACT INFORMATION

Campus Contacts & Services

Find who to contact with your questions

Academic Advising (Graduate) Contacting your Department

Dept. Contact Info click here. Select program name
then scroll to bottom

- Grad student advising, credits & course loads,
degree requirements

Academic Advising (Undergraduate)

Academic & Pre-Professional Advising (410-455-2729)
advising@umbc.edu advising.umbc.edu

- UG student advising, credit & course load info,
degree requirements

Academic Advising (Undergrad) Pre- Medical, Pre-Dental

Academic & Pre-Professional Advising (410-455-2729)
advising@umbc.edu advising.umbc.edu

- UG student advising for students in pre-
professional programs

Adding or Dropping Courses

Registrar's Office (410-455-2500)
registrar@umbc.edu registrar.umbc.edu

- Adding & dropping courses, enrollment, & pre-
requisite policies

Billing, Tuition & Fees

Student Business Services (410-455-2288)
sbs@umbc.edu sbs.umbc.edu

- Paying tuition & fees, payment plans & resolving
financial holds

Campus Life, Clubs & Organizations

Campus Life (410-455-3462)
campuslife@umbc.edu campuslife.umbc.edu

- Get involved on campus, join clubs, socialize

Community Engagement & Service

Shriver Center (410-455-2493)

shrivercenter.umbc.edu

- Service learning, leadership, community & civic
engagement opportunities

Disability Services

Student Disability Services (410-455-2459)
sds.umbc.edu

- General info/accommodated testing:
disAbility@umbc.edu Note-taking inquiry:
sdssnotetaking@umbc.edu
- Test/exam accommodations, note-taking
assistance, interpreting/transcribing services,
alternate format for printed or inaccessible text,
assistive technology, accessible housing

Diversity, Inclusion & Equality Resources

i3b: Initiatives for Identity, Inclusion & Belonging
i3b@umbc.edu i3b.umbc.edu

- Culture & diversity resources, LGBTQ+ support,
religion & spirituality resources

Doctor & Medical Care

Retriever Integrated Health - Health Services
(410-455-2542) rih@umbc.edu uhs.umbc.edu

- On-campus health clinic, medical services
- My Retriever Care: myretrievercare.umbc.edu/

Emergencies

UMBC Police (410-455-5555) or 911
police@umbc.edu police.umbc.edu

- Emergency safety/health situations, law
enforcement, text emergency alerts, crime
reports, fingerprinting, escort safety services

English Language Support

English Language Institute (410-455-2831)
eli@umbc.edu eli.umbc.edu

- English conversation partners, ESL classes,
individual & group support

CAMPUS CONTACT INFORMATION

Campus Contacts & Services

Find who to contact with your questions

Fitness, Sport & Recreation

RAC (Retriever Activities Center)
(410-455-8888) recreation.umbc.edu

- Gym, sports clubs, intramurals, group fitness

Food Insecurity

Retriever Essentials retrieveressentials@umbc.edu
retrieveressentials.umbc.edu

- Food pantry, access to essential food & goods

Gender Equity Support & Resources

Women's Center (410-455-2714)
womenscenter@umbc.edu womenscenter.umbc.edu

- Programming, support, & advocacy for marginalized communities

Graduate Student Association (GSA)

Graduate Student Association (410-455-2773)
gsa@umbc.edu gsa.umbc.edu

- Grad student orgs, research, writing support, GEARS

Health Insurance Requirements

Retriever Integrated Health - Health Services
(410-455-2542) rih@umbc.edu health.umbc.edu

- Information on health insurance requirements, coverage & payment

International Student Support

International Student & Scholar Service (ISSS)
issss.umbc.edu Contact: issss.umbc.edu/contact/

- Support, programming & services for UMBC's international community

Jobs, Internships & Career Planning

Career Center (410-455-2216)
careers@umbc.edu careers.umbc.edu

- Resources, workshops & career planning services

Library

Albin O. Kuhn (AOK) Library 410-455-2232
aok@umbc.edu library.umbc.edu

- Access books, databases & materials, study space, technology rental

Living Off-Campus

Off Campus Student Services (410-455-2770)
ocss@umbc.edu ocss.umbc.edu

- Finding off campus housing; leasing info, housing policies, transfer student support

Living On-Campus

Residential Life (410-455-2591)
reslife@umbc.edu reslife.umbc.edu

- Campus housing, residence halls & apartments

Mental Health & Wellbeing

Retriever Integrated Health - Counseling Center
410-455-2472 counseling@umbc.edu
counseling.umbc.edu

- Free, confidential counseling services, mental health & wellbeing support for students

Parking

Parking Services Request Help
(410-455-2551) parking.umbc.edu

- Parking permits, parking rules, regulations

Postal Services

Campus Card Center (443-612-2273)
campuscard.umbc.edu

- Postage & shipping services

Printing & Design Services

Commonvision (410-455-1884)
commonvision@umbc.edu commonvision.umbc.edu

- High-quality prints, copies & scans; Binding, lamination, mounting & presentation posters

CAMPUS CONTACT INFORMATION

Campus Contacts & Services

Find who to contact with your questions

Public Transportation (not UMBC transit)

Off Campus Student Services (410-455-2770)

ocss@umbc.edu ocss.umbc.edu

- Local transport options: buses, trains, car sharing

Registration & Enrollment

Registrar's Office (410-455-2500)

registrar@umbc.edu registrar.umbc.edu

- Enrollment, registering for classes & pre-requisite requirements, graduation progression

Scholarships

Office of Financial Aid & Scholarships

(410-455-2387) financialaid.umbc.edu

- Administration & information about UMBC scholarships

Sexual Misconduct, Discrimination, & Bias Resources & Policies

Office of Equity and Inclusion (410-455-2735)

oei@umbc.edu oei.umbc.edu

- Comprehensive and confidential support, education & training on Title XI & civil rights matters

UMBC at Shady Grove Information

UMBC at The Universities at Shady Grove:

(301-738-6081) shadygrove@umbc.edu

shadygrove.umbc.edu

- Support for UMBC students attending the Universities at Shady Grove campus

Student Identification Cards

Campus Card Center (443-612-2273)

campuscard.umbc.edu

- Getting a student ID card, lost or damaged campus card, meal plan info

Study Abroad as a UMBC student

Education Abroad (410-455-8175)

educationabroad@umbc.edu

studyabroad.umbc.edu

- Education abroad opportunities for current UMBC students

Technology Support

Technology Support Center [Submit a help ticket](#)

(410-455-3838) doit.umbc.edu

- Assistance with email accounts, software, campus network, lab use, Blackboard

Transcripts

Registrar's Office registrar@umbc.edu (410-455-2500) registrar.umbc.edu

- Requesting transcripts & transcript evaluation

Tutoring & Academic Support (UG)

Academic Success Center (410-455-2444)

academicsuccess@umbc.edu

academicsuccess.umbc.edu

- Peer tutoring services for 100-300 level courses, academic policy information & placement testing

UMBC Transportation

UMBC Transit (410-455-3974) transit@umbc.edu
umbc.edu/transit

- Campus and surrounding shuttle service

24 Hour Study Spaces (including printer & computer access)

Retriever Learning Center (410-455-2232)
aok@umbc.edu library.umbc.edu

- Computers, printing services, study rooms, tutoring centers, whiteboards