



Office of International Student Services

# *International Student Survival Guide*



Office of International Student Services (OISS)

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Office Walk-In Hours (no appointment necessary): 2—5 p.m., Monday—Friday

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# *International Student*



## *Survival Guide*

Welcome to Regent University! This guide was created by the OISS to provide our international students with some important information that should help you as you settle in, especially during your first few days in Virginia Beach prior to the International Student Orientation. The guide contains information about:

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Also included in the International Student Survival Packet are:

- A local bus guide;
- A local area map of shops, restaurants, and banks;
- A complimentary International Calling Card; and
- The “New Student Survival Guide”, which contains additional information on shopping, local restaurants, churches, entertainment, etc. (This particular guide was prepared by the Office of Student Services.)

The Office of International Student Services (OISS) is delighted that you are here, and we look forward to serving you!



# **Moving Into Your Student Housing Apartment** (for students living in on-campus housing)

## **Receiving Your Campus Housing Assignment Before Your Arrival at Regent University**

--You should have already received your housing assignment information in your housing confirmation letter. If you have not received the information, please contact Student Housing immediately at [studenthousing@regent.edu](mailto:studenthousing@regent.edu) or 757-352-4890.

► **If you arrive at Regent before 5:00 p.m. on Monday - Friday when the Student Housing Offices are open, please report to the appropriate Student Housing Office:**

--The Village Office is located at 5960 Jake Sears Circle - Suite #104.

--The Commons Office is located at 1117 Centerville Turnpike – Suite #125.

► **If you arrive at Regent after 5:00 p.m. Monday - Friday, or on the weekend, when the Student Housing Offices are closed:**

--**For Regent Village & Regent Commons Residents:** Please notify Student Housing 48 hours prior to your arrival and indicate that you will be arriving after normal business hours.

--After arriving on campus, please contact Regent/CBN Police at 757-226-2075.

--A Regent/CBN Police Officer will meet you in front of either Regent Commons (Bldg. 1117) or Regent Village (Bldg. 5960) and escort you to pick-up your keys.

## **IMPORTANT NOTES & REMINDERS:**

--**Following Procedures:** There will be no one to let you into your on-campus apartment if you arrive after 5:00 p.m. or on weekends and do not follow the procedures above.

--**Telephone Service:** There is no land line telephone service in the apartments. Residents will receive contact information for the local telephone company through their Student Housing welcome packet and it is the student's responsibility to establish land line telephone service if they wish.

--**Office Hours:** The Student Housing Offices are not open on Saturdays, Sundays, and on many U.S. legal holidays. Office hours are generally 8 a.m.—5 p.m., but the offices are closed on Wednesdays from 11 a.m.—1 p.m. and are open until 6 p.m. on Tuesdays.

--**Heating & Air Conditioning:** Each apartment is equipped with air conditioning and heating which can be controlled through the thermostat on the wall. A common setting for the summer might range from 72-76 degrees, and a common setting for the winter might range from 66-70 degrees.

--**Operating Appliances:** If you have any questions on operating the heating/air-conditioning or other appliances, please see the operations manual in the apartment or ask a Student Housing staff member.



## Dining & Basic Necessities



**Nearby Restaurants that Deliver to Campus:** There are a few restaurants that are not too far from the Regent University campus which will deliver food to you on campus if you need them to do so. Here is a list of some of those places:

### **Domino's Pizza**

5256 Providence Rd, Ste 150  
Virginia Beach, VA  
(757) 474-2021

**Menu & Online Order Form:** [www.dominos.com](http://www.dominos.com)

Sun-Thurs: 10:00 a.m.-12:00 a.m.

Fri & Sat: 10:00 a.m.-1:00 a.m.

### **Menu**

Pizza  
Sandwiches  
Chicken wings

### **Mancuso's Pizza**

5660 Indian River Rd.  
University Shoppes Ste # 113  
Virginia Beach VA 23464  
(757) 424-8118

[www.mancusospizza.net](http://www.mancusospizza.net)

Evenings: 3:00 p.m.-10:00 p.m.

### **Menu**

Pizza, Subs, Salads  
Sandwiches, Wraps,  
Italian dinners,  
Panini's, Gyros

### **Pizza Hut:**

1830 Kempsville Rd Ste 108  
Virginia Beach, VA 23464  
Phone (757) 479-9999

**Menu & Online Order Form:** [www.pizzahut.com/Menu.aspx](http://www.pizzahut.com/Menu.aspx)

Sun-Thurs: 11:00 a.m.-10:30 p.m.

Fri. & Sat: 11:00 a. m.–Midnight

### **Menu**

Pizza  
Pasta  
Chicken wings

### **Top's China Chinese Restaurant:**

5660 Indian River Rd.  
University Shoppes Ste # 115  
Virginia Beach VA 23464  
Phone: (757) 366-8993  
Mon.-Thurs: 11.00 a.m.–10:00 p.m.

### **Menu**

Various types of  
Chinese dishes.  
*(Minimum order for  
delivery is \$10.00)*

**How to Order for Delivery:** To order food from one of these places, simply call the number provided. The person who answers will take your order and let you know how much it will cost. He/She will also let you know about how long it will take for your food to be ready and delivered. You will need to provide your address and phone number. If you live at Regent Commons, the delivery person will call you when the food arrives, so you

can meet him/her at the front entrance of your building. You will need cash to pay for your meal. The drivers who deliver the food to you are typically given a tip of approximately 15% the cost of the bill. A tip is a small token given to the person delivering your meal as a measure of gratitude for their service. The menus for most of these places can be found on their websites.

**Regent Ordinary Hours (Dining):** The Regent Ordinary is the campus cafeteria located on the first floor of the Student Center. The Ordinary offers soups, salads, sandwiches, & entrees. Hours are as follows:

***Summer Hours (through mid-August):***

Monday – Friday, 7:00 am – 6:00 pm

Saturday – Sunday, Closed

***Regular Hours:***

Monday – Friday, 7:00 am – 8:00 pm

Saturday – Sunday, Closed.

**King’s Pantry (Food):** The King’s Pantry is a food pantry that provides supplemental groceries for students who may be in need. It is located in the Community Building at Regent Village, and is operated by the Food Bank of Southeastern Virginia. Basic groceries, such as canned vegetables and other necessities, are delivered to campus each Wednesday and are available from 5:00pm to 6:00pm. Participants are urged to use the pantry only as a supplement, and are asked to volunteer to serve at the pantry once or twice a semester. If you have a need for food items, or if you have any questions, please contact Student Services at 352-4103.

**Azalea Gardens Church Food Pantry Program (for Regent Village Residents Only):** Residents of the Regent Village can register for this program at the Regent Village Office. One bag of groceries will be delivered to the Community Building for program participants on the last Thursday of each month. You should contact Student Housing at 352-4895 for more details on this.

**ISO Storage Unit (Household Items):** The International Student Organization (ISO) manages a storage unit that contains furniture and house ware items that have been used and donated by others. These items are available to international students on a first-come, first-serve basis. For details, please call/email the ISO at: 352-4950, or iso@regent.edu.

**Second Hand/Thrift Stores:** There are a number of “thrift” stores in the area that sell used furniture, clothing, and house ware items for a very low cost. The closest thrift store to Regent is located at Woods Corner (see the local area map for the location).



## Getting Around

New international students will find that public transportation in the U.S. is rather limited. There are, however, several shopping centers that are within walking distance from the Regent University campus. (See the local area map for details.) In addition, there is a local bus service that runs along Indian River Road which students can take for a trip to the Kemps River Shopping Center. The bus runs everyday except Sunday. (See the local bus guide for details.)

A shopping trip will be offered during the International Student Orientation (see the Arrival Checklist on page 13 for details), and you will soon come to know other students who own cars and could offer you an occasional ride.

Taxicab service is another possibility that you might want to consider for your first few days at Regent. The cost for taxi service in the Virginia Beach area is about \$3.25 to enter the taxi (initial fee), and about \$2.40 per mile after the initial fee. Here are the names and telephone numbers of some nearby taxi companies:

Yellow Cab of Virginia Beach: 460-0605

All-City Cab Company Inc.: 428-8294

## University Shuttle Schedule

Regent University provides a free on-campus shuttle service for students, which goes around the university campus and includes trips to Regent Village and Regent Commons apartments. The shuttle runs for specified hours in the morning and evening on a 15 or 20 minute circuit. The shuttle coordinator can be reached by phone at: 635-7690, 352-4926, or by email at: [shuttle-service@regent.edu](mailto:shuttle-service@regent.edu).

**Daytime Hours of Operation:** Monday – Friday, 7:30 - 9:00am; 11:30am to 1:00pm

| Stop | Location                | Time                                  |
|------|-------------------------|---------------------------------------|
| 1    | Village West            | :01, :16, :31, and :46 after the hour |
| 2    | Village East            | :03, :18, :33, and :48 after the hour |
| 3    | Robertson Hall          | :06, :21, :36, and :51 after the hour |
| 4    | Administration Building | :07, :22, :37, and :52 after the hour |
| 5    | Student Center          | :09, :24, :39, and :54 after the hour |
| 6    | Communications Building | :11, :26, :41, and :56 after the hour |
| 7    | Classroom Building      | :13, :28, :43, and :58 after the hour |
| 8    | Founders Inn/CBN        | <i>(on request)</i>                   |

**Evening Hours of Operation:** Monday – Friday, 5:00 - 6:30 pm; 9:00 - 10:30pm

| Stop | Location                | Time                             |
|------|-------------------------|----------------------------------|
| 1    | Village West            | :01, :21, and :41 after the hour |
| 2    | Village East            | :03, :23, and :43 after the hour |
| 3    | Robertson Hall          | :06, :26, and :46 after the hour |
| 4    | Administration Building | :07, :27, and :47 after the hour |
| 5    | Student Center          | :09, :29, and :49 after the hour |
| 6    | Communications Building | :11, :31, and :51 after the hour |
| 7    | Regent Commons Building | :13, :33, and :53 after the hour |
| 8    | Founders Inn/CBN        | <i>(on request)</i>              |

# Student Identification Cards & Parking Stickers



All new students should obtain a Regent University Student Identification (ID) Card within their first few days on campus. The ID Card is the University's official form of identification and should be carried with you at all times. Students who own a vehicle must also obtain a Parking Sticker. ID Cards and Parking Stickers can be obtained at the Student Services Office during the hours listed below. The cost for the ID Card and Parking Sticker is already included in your tuition; however there is a fee of \$5 to replace your card if it is lost or stolen.

Regent Commons and Communications students will have a special ID "key card" which is used for access to the Regent Commons and Communications building. The cost to replace that card is \$15.

If you will not be driving a car on campus, you can complete the parking waiver form to request a refund of the parking fee. The parking waiver form can be found on the business office page at:  
<http://www.regent.edu/admin/busoff/parkingfee.html>

The ID Card is needed to reserve books from the library. You can also receive discounts on movie tickets with this ID Card. ***Special Note: You will need your Student ID Card, your passport, and proof of a local address to open a U.S. bank account.***

## Student Services Office

|                      |   |
|----------------------|---|
| <b>Location:</b>     | Student Center, Room 201  |
| <b>Office Hours:</b> | Monday – Friday, 8 a.m. – 5 p.m.<br>(Open until 6 p.m. on Tuesdays) |
| <b>Phone Number:</b> | 352-4927  |
| <b>Costs:</b>        | Included in Tuition & Fees  |



# Getting Connected

## Making Phone Calls

Phones can be either ‘off-campus’ or ‘on-campus’ phones. See sections “A” and “B” below for details on how to make calls from these phones.

There are on-campus “House Phones” within each Regent University building which callers can use for toll-free (1-800) calls and for local phone calls, at no charge. **Your complimentary International Calling Card can be used from these phones as well.** *Special Note:* You must activate your International Calling Card through the internet before you can use it (see “Computer/Internet Access” section for details). The House Phones can be found at these locations:

Administration Building—2<sup>nd</sup> Floor  
Classroom Building—1<sup>st</sup> Floor  
Communication Building—Each Floor  
Library—Lobby, 1<sup>st</sup> Floor  
Robertson Hall—1<sup>st</sup> Floor Hallway  
Student Center—Lobby, 1<sup>st</sup> Floor

There is only one pay phone within the vicinity of the Regent Campus. That pay phone is located at the Founder’s Inn & Spa (down the hallway, which is to the right of the main registration area). See the campus map on pages 17 & 18 for the location of the Founder’s Inn & Spa.

A. *How to use an **on-campus** phone (generally includes office phones located in University buildings on the main campus, not including Regent Village and Regent Commons)*

### **For making calls from one on-campus phone to another on-campus phone:**

- Dial the last 4 digits of the number only.
- For example: to call the Student Services Office (352-4927) from another office on-campus, dial “4927”.

### **For making local calls within the local/Virginia Beach area from an on-campus phone:**

- Dial “9” to reach a tone, then dial the last 7 digits of the number.
- For example: to call (757) 437-4882 in Virginia Beach from an on-campus office phone, dial “9-437-4882”.

► To reach Information for further assistance from an “on-campus” phone, dial “0000”

*B. How to use an **off-campus** phone (phones located outside the main University buildings including most phones at Regent Village and Regent Commons)*

**For making a call to an on-campus phone from an off-campus phone within the local/Virginia Beach area:**

--Dial “352” and the last 4 digits.

--For example: to call the Student Services Office from off-campus/the Regent Village/Regent Commons, dial “352-4927”.

**For making a call to another off-campus number in the local/Virginia Beach area:**

--Dial the last 7 digits of the phone number without the area code.

--For example: to call (757) 220-0000, dial “220-0000”.

**For making long distance calls outside of the local area or to another state within the U.S.**

--Dial “1”, the 3-digit area code, and the 7-digit telephone number.

--For example: to call to New York, dial “1-(212)-123-1234”.

**For making international calls - there are several ways to do it:**

**Direct call** – dial “011” + country code + city code + telephone #

**Through an operator** – dial “0” and give the numbers to the operator.

**Using a prepaid calling card\*** – typically you dial a “1-800” number listed on the calling card and follow the instructions provided.

**Placing a collect call** – dial “0” and an operator will assist you.



## Cell Phones

Various companies offer cell phone service in the Virginia Beach area, and each company offers multiple service plans to suit the specific needs of various individuals. **Many companies in the U.S. will charge you for calls you receive so be sure to ask the company representative about this important point.** Be aware of all expenses you are agreeing to before you sign any contractual agreements for a calling plan. In order to give yourself time to review the options, you may want to consider using pre-paid cards for the first month or so. For a full listing of cell phone service providers in the area, please visit the following website:

[http://cellphones.about.com/od/plans\\_bycity/a/ci\\_rginia\\_beach.htm](http://cellphones.about.com/od/plans_bycity/a/ci_rginia_beach.htm)

To confirm current details, you should also check with the specific company website. The closest cell phone provider locations are in the Crossways Shopping Center across from Greenbrier Mall, which is one exit from

Regent University off Interstate 64 (Exit 289B). The phone numbers are as follows:

- AT&T Wireless, Phone Number: 761-8430
- Verizon Wireless, Phone Number: 549-9500
- T-Mobile, Phone Number: 523-4901
- Alltel, Phone Number: 366-8914

## Calling Cards



Calling cards can be purchased on-line and at nearby stores, like gas stations, the Dollar Tree, and grocery stores. A calling card will enable you to make a long distance call from a pay phone, cell phone, or home phone by using the number provided on the calling card with a certain amount of minutes allotted. An International Calling Card is included with this Survival Guide for your convenience, compliments of the Office of International Student Services! The card must be activated on-line before it can be used. (See the “Computer/Internet Access” section below for details.)



## Computer/Internet Access

Wireless internet is available throughout Regent’s campus and in Regent Commons housing. In all other housing, including Regent Village and off-campus housing options, private internet services can be individually contracted through the major phone service providers, such as AT&T, Cox Communications, Verizon, and Cavalier. AT&T and Cox Communications stores are located in the Greenbrier Mall, which is one exit from Regent University off Interstate 64 (Exit 289B).

Regent Computer Labs are located in the following buildings and are open during the following hours:

|                                     |                                   |
|-------------------------------------|-----------------------------------|
| Classroom Bldg. Lab, Room 239:      | 7:00 am – Midnight                |
| Communications Bldg. Lab, Room 154: | 7:00 am – Midnight                |
| Law Library Lab:                    | Open during regular library hours |
| Library Lab:                        | Open during regular library hours |
| Student Center Lab, Room 119:       | Open during building hours        |
| Monday – Friday:                    | 7:00 am – Midnight                |
| Saturday:                           | 8:00 am – 10:00 pm                |
| Sunday:                             | 1:00 pm – 6:00 pm                 |

You will need your user ID, password, and Banner number (ie B00123456). These were sent to you by mail/email after you paid your deposit.

► **Logging in to Lab PCs:**

1. Press “Control + Alt + Delete” simultaneously
2. Read the user warning and click “OK”
3. In the box marked User Name, type your user ID
4. Press tab down to the next box, in the box marked Password, type your password

► **Your E-mail Account:**

Your Regent email address will be `userid@regent.edu`.

\*If you are uncertain about your user ID or password, call the Information Technology (IT) Helpdesk at 352-4076 (Monday - Friday, 7:30am - 11:00pm).

► **Your Genisys Account:**

This is used to: register for classes; look up class schedules; update personal/address information; obtain financial aid award information; and check account balance, online tuition, & account payment information.

\*Your user ID for your Genisys Account will be your student Banner number (ie. B00123456)

► **Activate Your International Calling Card:**

An International Calling Card is included in the International Student Survival Packet, compliments of the Office of International Student Services! The card is valid for 5-45 minutes of talk time depending on which country you call. Please go online to [www.zaptel.com/getpin/](http://www.zaptel.com/getpin/) to activate the card. After choosing your geographic region (Virginia) and university (Regent), enter the email address of your choice and create a password. If you do not have a U.S. phone number to put on the form, you can use the OISS office number: 757-352-4130. Your card will then be activated!



## Skype: The Internet Phone

In the first several days after arriving on campus, students may find it difficult to find ways to call or contact family and friends. The internet phone program called “Skype” may be a good option for students who have a personal computer with a microphone. This program can be downloaded for free to personal computers and laptops. All that is needed is a microphone (if the computer does not have one built in). Skype enables users to call other computers for free, and land lines or cell phones for relatively low rates. Please see the Skype website for details: [www.skype.com](http://www.skype.com).



## Helpful University Telephone Numbers

|   |          |
|---|----------|
| Bookstore                                       | 352-4065 |
| Business Office (Tuition Bills, etc.)           | 352-4059 |
| CBN/Regent Campus Police (non-emergencies)      | 226-2075 |
| (emergencies)                                   | 226-2911 |
| Information Technology Helpdesk                 | 352-4076 |
| International Student Organization (ISO)        | 352-4950 |
| Office of International Student Services (OISS) | 352-4130 |
| Psychological Services Center (PSC)             | 352-4488 |
| Regent Ordinary (Dining Services)               | 352-4931 |
| Registrar's Office                              | 352-4094 |
| Shuttle Service                                 | 352-4926 |
| Student Housing                                 | 352-4890 |
| Student Services Office                         | 352-4927 |
| Writing Center                                  | 352-4925 |

**Special Note:** Regent University Offices are open Monday – Friday from about 8 a.m. – 5 p.m. Some offices are open until 6 p.m. on Tuesdays.



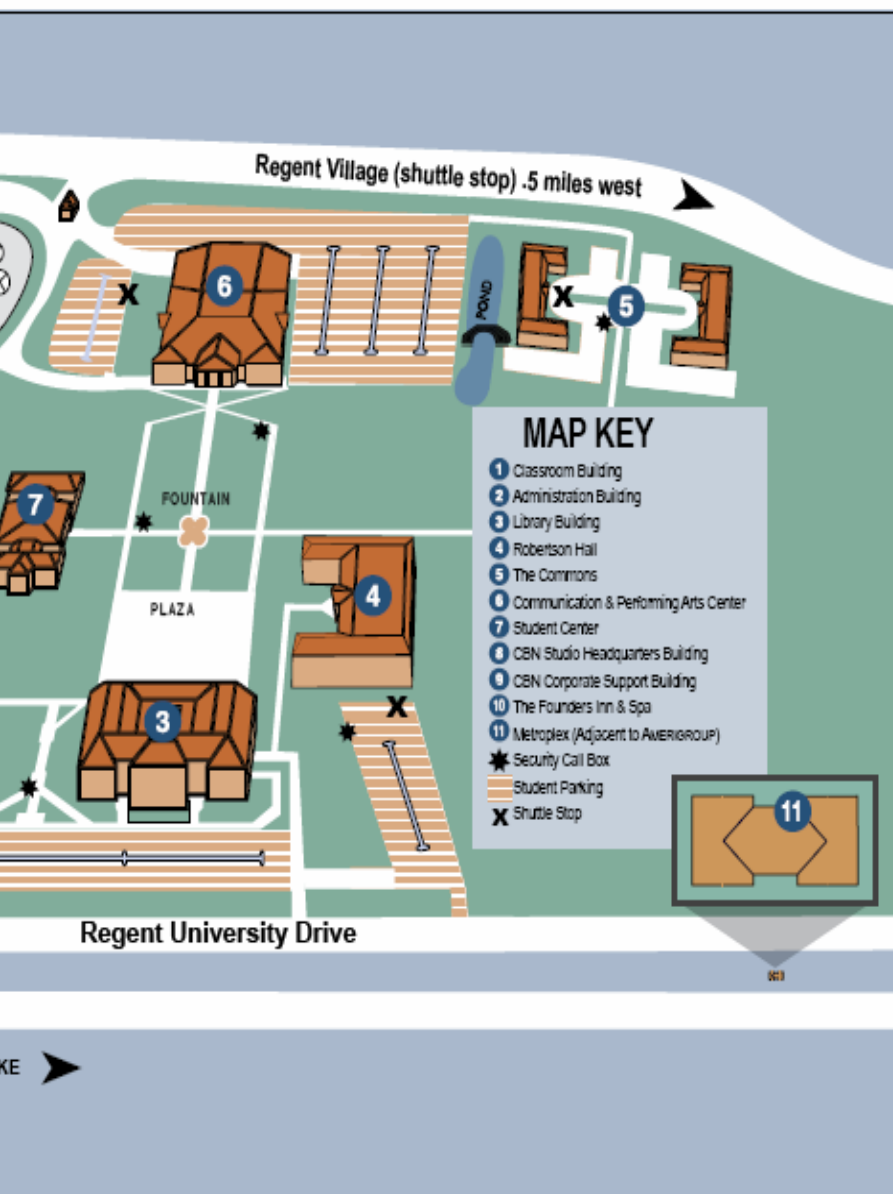
## Other Helpful Information

**International Student Handbook and International Student Orientation:** Comprehensive adjustment information can be found in the International Student Handbook, which is included in the Survival Packet. The handbook can also be found on the front page of the OISS website: [www.edu/regent/iss](http://www.edu/regent/iss). The information contained in the handbook will help you throughout your entire stay at Regent. The mandatory International Student Orientation will be especially helpful to all new students as well.

**International Student Arrival Checklist:** Please complete the important arrival checklist on the next few pages. It was created to help you to accomplish some important tasks in order to get settled as smoothly as possible. It also includes details about the International Student Orientation.



# REGENT UNIVERSITY



# REGENT UNIVERSITY CAMPUS MAP

# **NOTES**

