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

- Getting Into Your Student Housing Apartment
- Student Identification (ID) Cards & Parking Stickers
- Making On and Off-Campus Telephone Calls
- Helpful Numbers, Calling Cards, and Cell Phones
- Internet Service and Skype

Attachments for this guide include: a local bus guide; a map of the local area; a campus map; and a complimentary International Calling Card for your convenience. The calling card is valid for 6 to 45 minutes of talk time, depending on the country you call. Additional information on shopping, local restaurants, entertainment, etc. can be found in the “New Student Survival Guide” provided by the Office of Student Services. That guide is attached for your convenience as well. Once again, welcome to Regent. We are delighted that you are here, and we look forward to serving you!
Getting Into Your Student Housing Apartment  
(for students living in on-campus housing)

► If you arrive at Regent before 5 p.m. on Monday – Friday when the Student Housing Offices are open, please report to the appropriate Student Housing Office:
--The Village Student Housing Office is located at 5960 Jake Sears Circle – Suite 104.
--The Commons Office is located at 1117 Centerville Turnpike – Suite #125. You should have already received this information in your housing confirmation letter. If you have not received the information, please email the Student Housing Office immediately at: studenthousing@regent.edu.

Office Hours: Monday – Friday, 9:00 a.m. – 5:00 p.m.  
(The offices are closed every Wednesday from 11:00 a.m. – 1:00 p.m. for Chapel and Lunch.)
Phone Number: 757-226-4890

► If you arrive at Regent after 5 p.m. Monday – Friday, or on the weekend, when the Student Housing Offices are closed:
--For Regent Village Residents: You will need to inform the Student Housing Office at least 48 hours before your arrival that you will be arriving on campus after business hours. If you are moving to the Village, you will be informed where to collect your apartment keys (this should be arranged before you arrive on campus).
--For Regent Commons Residents: If you are moving into Regent Commons you will also need to inform the Student Housing Office 48 hours prior to your arrival that you are arriving after normal business hours. Please contact Campus Security at (757) 226-2075 after arriving on campus. If you do not have a cell phone, you can use the emergency call box located in the Commons parking lot to reach Campus Security. A campus security officer will meet you in front of building #1117 and escort you to pick-up your keys.

IMPORTANT NOTES & REMINDERS:
--There will be no one to let you into your on-campus apartment if you do not follow the procedures above. You will not be able to access your apartment until the next business day.
--There is no campus phone service in the apartments. Residents will receive contact information for the local telephone company and it is the student’s responsibility to order telephone service.
--The Student Housing Offices are not open Saturdays, Sundays, and on many U.S. legal holidays.

Student Identification Cards and Parking Stickers

All new students should obtain a Regent University Student Identification (ID) Card within their first few days on campus. 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.

Location: Student Center, Room 201
Office Hours: Monday – Friday, 8 a.m. – 5 p.m.
Phone Number: 226-4927
Costs: Included in Tuition & Fees
Making On and Off-Campus 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 a number of phones within several Regent University buildings (Library, Student Center, & Communications Building) which callers can use for toll-free calls and for local phone calls, at no charge. Your International Calling Card can be used from these phones as well. In addition, there is 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 for the location of the Founder’s Inn & Spa.

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

1. 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 (226-4927) from another office on campus, dial “4927”.

2. 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 University buildings, including most phones at Regent Village and Regent Commons)

1. For making a call to an on-campus phone from off-campus phone within the local/Virginia Beach area:
   --Dial “226” and the last 4 digits.
   --For example: to call the Student Services Office from off-campus/the Regent Village/Regent Commons, dial “226-4927”.

2. 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”.

3. 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 New York, dial “1-(212)-123-1234”.

4. 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.
Helpful University Telephone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Business Office</td>
<td>226-4050</td>
</tr>
<tr>
<td>Campus Security</td>
<td>226-2075</td>
</tr>
<tr>
<td>EMERGENCIES</td>
<td>226-2911</td>
</tr>
<tr>
<td>Information Technology Helpdesk</td>
<td>226-4076</td>
</tr>
<tr>
<td>International Student Organization</td>
<td>226-4950</td>
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<tr>
<td>Office of International Student</td>
<td>226-4130</td>
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<td>Psychological Services Center</td>
<td>226-4488</td>
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<tr>
<td>Student Housing</td>
<td>226-4890</td>
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<tr>
<td>Student Services Office</td>
<td>226-4927</td>
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</table>

SPECIAL NOTE: Regent University Offices are open from Monday – Friday from about 8/9 a.m. – 5/6 p.m.

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. An International Calling Card is attached to this Survival Guide for your convenience, compliments of the Office of International Student Services!

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 prepaid 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

To confirm current details, you should also check with the specific company website. The closest cell phone provider locations are at the Greenbrier Mall, which is one exit from Regent University off Interstate 64 (Exit 289B).

- AT&T Wireless (formerly known as “Cingular”), Phone Number: 938-9388.
- Verizon Wireless Authorized Retailer, Phone Number: 361-5114.
- T-Mobile (Store Name: V-3 Unlimited), Phone Number: 366-5568.
Internet

Wireless internet is available throughout Regent’s campus and in Regent Commons housing. In all other housing, 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). Computer Labs are located in the following buildings on campus: Communications Building, Student Center, Robertson Hall, University Library, and the Classroom Building. The labs are generally open from 7 a.m. – midnight. You will need your user ID, password, and Banner number (ie B000123456), which was sent to you by 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 marked password, type your password

Your E-mail Account (Your email address will be userid@regent.edu.)
*If you are uncertain about your user ID or password, call the Information Technology (IT) Helpdesk at 226-4076 (Monday - Friday, 7:30am - 11:00pm).

Your Genisys Account
This is used to: register for classes; look up class schedules; update personal 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)

Skype: The Internet Phone

In the first several days after arriving on campus, students may feel 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). This program 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.