



Ross School of Business University of Michigan

2015-2016 Incoming Exchange Handbook

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Emergency Contact Information

We suggest that you make copies of this page: Provide one copy to your family or a responsible friend and carry one copy with you.

U-M Emergency Alert is a mass, urgent notification system, comprised of a variety of methods by which the University can notify students, faculty, and staff of an active, major campus emergency by text messages to cell phones, voice messages to phones, and emails. To sign up for emergency alerts please visit: <http://www.umemergencyalert.umich.edu/>

Throughout campus, use the Emergency Blue Light system to report suspicious behavior or request emergency assistance. The blue light receiver will connect directly with the Department of Public Safety. In addition, consider using late night transportation options, such as Ride Home, Night Ride, or emergency transportation offered by the Department of Public Safety.

Important Phone Numbers:

All Emergencies (Fire, Medical, Police): 911

U-M Department of Public Safety: (734) 763-1131

The University of Michigan Department of Public Safety has a 24 hour number that can be used for non-life threatening emergencies, such as reporting crime, or seeking assistance while on U-M property.

Ann Arbor Police Department (Non-Emergency): (734) 764-4311

During regular business hours (Monday-Friday, 8am-5pm)

*Remember to dial (001) if calling from outside of the United States.

Your Home University:

Your Home Country's Nearest Consulate:

Your Passport Number:

Congratulations and Welcome

Congratulations on being selected as an incoming exchange student at the Ross School of Business at the University of Michigan- Ann Arbor. You could not have selected a better time to be here. With so many great opportunities to take advantage of within our academic community as well as in our local community, you are sure to find something that suits your interests. From our locally-owned restaurants and coffee shops, world-renowned academic programs, to our nationally-ranked athletic teams, you will have many opportunities to engage with the local culture.

As you walk through campus, you might find that U-M students and faculty bring diverse perspectives and backgrounds, and we hope that you will be able to contribute to the global community. You will also notice the many traditions here at U-M and probably hear “Go Blue!” as we cheer on the university at various events around campus.

At any time, please feel free to contact our office or your Global Ambassador should you need any assistance in the coming term. In this handbook, you will find information about exchange student orientation, course offerings, student life, housing, and general tips for acclimating to life in Ann Arbor and the United States. We look forward to providing you with many opportunities for broadening your perspectives, developing your leadership skills, and connecting with new friends.

We wish you all the best in your time here at U-M...and Go Blue!

Pre-departure Checklist

Visa/Passport

- ❖ Make an appointment with the nearest U.S. consulate to begin the student visa application process. Visit these websites for more information:
http://www.internationalcenter.umich.edu/immig/fvisa/f_important.html
http://travel.state.gov/visa/visa_1750.html
- ❖ Make copies of your passport. Leave a copy at home, email yourself a copy, and carry a copy with you.
- ❖ Carry your actual passport with you while you are in transit. Guard your passport at all times. Do NOT pack your passport or prescription medication with your checked luggage.

Communication with U-M

- ❖ Check your email for instructions containing your One-Time Identifier (OTID).
- ❖ With your OTID and UMID, create a username with U-M. Your username is required for creating a U-M email account and accessing Wolverine Access (we will provide more information on this system during orientation.) For more information:
<http://www.itcs.umich.edu/accounts/username-processes/>

- ❖ Once you have created your username, log onto your U-M email account: <http://webmail.umich.edu/>. Check this account on a regular basis for updates and announcements.
- ❖ If your address or personal information changes, change your information on Wolverine Access and contact Global Initiatives at ross-globalinitiatives@umich.edu.

Academics

- ❖ As an exchange student, you will be contacted by academic services about the course-bidding process.
- ❖ Look for other additional emails detailing this process.
- ❖ Bring a copy of your transcript; this will come in handy if a course has a pre-requisite class.

Housing

The University of Michigan is home to over 40,000 students, but Ann Arbor is a smaller city. Therefore, housing in Ann Arbor can be very limited, especially during the fall semester. We strongly recommend that you begin searching for available housing as soon as possible.

❖ Things to Know when Searching for Housing in Ann Arbor:

1.) The Earlier You Search, The Better

We suggest looking for accommodations as soon as possible after submitting your visa application materials for the exchange program.

2.) Closer to Central Campus Equals Pricier

Typically, the closer you are to central campus, the more expensive your accommodations will be. "South Campus" (South of Hill Street/ Ross Business School) & North Campus locations are often considerably cheaper than "central campus" locations and the increased walk time may only be about five minutes.

3.) A 3-Month Lease is Negotiable

Though many housing postings say a 12- or 8- month lease is required, some landlords may be willing to negotiate a 3-month lease for your exchange stay if you contact them. Be persistent and tell them exactly what you need.

4.) Compare Prices & Features

Make sure to research several different options. Some housing companies charge more than others for poor quality living spaces while others may offer more features for a similar or slightly higher price. Make sure to ask if commodities such as internet, electric/gas, water, cable TV, are included in the rent or paid separately. Ask whether the accommodation is furnished or unfurnished, has a washer/dryer within the building, etc.

5.) Use an Estimated Cost of Living Generator to Help You Determine Your Budget for your Stay in Ann Arbor

Follow this [Cost of Living Comparision Generator](#) link to compare the cost of living of Ann Arbor with your home city. Or, look at the International Center's [Estimated Cost of Living for Visiting Students in Ann Arbor](#) chart.

❖ **Housing Options**

Your housing options include shared housing, such student co-ops, as well as leased/rental apartments, houses, and rooms. Depending on the number of admitted students each year, there also may be some availability in the University dormitories.

To explore the various housing options and begin your search, click the following links:

- [U-M's Off-Campus Housing Website](#)
The official off-campus housing website used by University of Michigan students is constantly updated with posts from students looking for roommates or subletters for various periods of time.
- [Off Campus Housing Companies](#)
Because of the surplus of students, many housing companies operate in Ann Arbor, offering rental space in houses and apartments throughout the city. See the link above for a complete list of companies and their websites.
- [The U-M Inter Cooperative Council](#)
Co-ops are owned and operated by the students who live in them rather than by landlords or the University. They are economical and convenient because members share the work necessary to run them. Co-ops also have a friendly atmosphere and tend to be more closely knit than residence halls and more sociable than apartments.
- [Dormitories & North Campus Apartments](#)
The official on-campus housing website for the University of Michigan allows students to submit a request for a room in a dormitory or in the Northwood Community Apartments. Space in on-campus housing tends to be strictly limited and significantly more expensive than off-campus options.

Below are some other helpful links to help you secure housing in Ann Arbor.

Off-Campus Housing FAQ http://www.offcampus.housing.umich.edu/files/OCH-017_OCH_FAQ.pdf

How to Find Off-Campus Housing

<http://www.offcampus.housing.umich.edu/files/OCH-001HowToFindOCHflyer.pdf>

Vacancy and Rental Rate Survey

http://www.offcampus.housing.umich.edu/lt/survey_report_2004.cfm

UM Off-Campus Housing Listings

http://www.offcampus.housing.umich.edu/lt/housing_listings.cfm

Ann Arbor Apartment Finder <http://www.mlive.com/apartments/index.ssf?aa>

ArborWeb Houses and Apartments <http://www.arborweb.com/housesindex.html>

- Michigan Daily Classified Listings <http://www.michigandaily.com/classifieds/>
- Ross Impact Classifieds
<http://www.bus.umich.edu/ClassifiedAds/>
- ECIR: The Ecumenical Center and International Residence is an intentional living-learning community for students and visiting scholars from around the world.
<http://www.ecir.org/>
- Trulia
[http://www.trulia.com/for_rent/University_of_Michigan-Ann Arbor MI 2003 univ](http://www.trulia.com/for_rent/University_of_Michigan-Ann_Arbor_MI_2003_univ)
[http://www.trulia.com/real_estate/Ann Arbor-Michigan/](http://www.trulia.com/real_estate/Ann_Arbor-Michigan/)
- Craigslist
<http://annarbor.craigslist.org/>

Health Insurance

Health insurance is mandatory and is billed directly to your University of Michigan student account during immigration check-in.

- ❖ Consult the International Center for information on the required health insurance plan:
<http://www.internationalcenter.umich.edu/healthins/requirements.html>
- ❖ If seeking a waiver to this requirement, research acceptable alternative coverage in advance:
<http://www.internationalcenter.umich.edu/healthins/alternatives.html>

Orientation

- ❖ Before departure, check your email for additional orientation information.
- ❖ Mark your calendar for the mandatory international orientation

Preparing for Orientation

Orientation will be a busy – and possibly overwhelming – day. In order to make the most out of your orientation experience, you should do the following things before coming to orientation.

- ❖ Get your MCard if you arrive prior to orientation. Your MCard is your University of Michigan student identification card. You will need it for many different things while at the university. We will show you where the MCard office is during orientation, but due to the large volume of students, you will be responsible for getting your MCard on your own. The MCard Center is open Monday-Friday 8am-5pm and is located in room 100 Student Activities Building, 515 E. Jefferson St.

- ❖ As an exchange student, you will also be required to attend a mandatory session on the day of orientation in order to comply with Department of Homeland Security regulations.

To prepare for this session, please bring the original and a photocopy of the following documents:

- (1) Your passport (picture page and current visa page)
- (2) 1-94 Card (small white card in passport) back and front
- (3) I-20

Travel

- ❖ Make travel arrangements. The nearest airport is Detroit Metropolitan Wayne County Airport (DTW): <http://www.metroairport.com>
- ❖ Share your travel itinerary with your family and emergency contacts.
- ❖ Make copies of emergency contact information to carry with you.
- ❖ Check with your airline about luggage restrictions and policies. When packing, make sure not to take too much. Remember, you may have to carry your luggage through train stations or onto buses.

Weather

- ❖ Pack a variety of weather-appropriate clothing items. Michigan can be very cold in late fall and early winter, so pack items that you are able to layer or plan to purchase those items when you arrive.
- ❖ If you are arriving in August, it will be hot, but air conditioning is common in most buildings.
- ❖ If you are arriving in January, pack appropriate weather items such as umbrellas, winter coats, gloves or mittens, hats, scarves, warm socks, and winter boots.

Finances

- ❖ Make arrangements to ensure you will be able to access funds from within the U.S.
- ❖ Make sure your ATM card has an international pin number.
- ❖ Make arrangements for paying all fees, such as rent and supplies.
- ❖ Inform your bank or credit card company that you will be abroad for the next several months. Some companies, in an effort to protect your account, may suspend it if they see it being used in an unexpected location.
- ❖ You may plan to open an account with a local bank. For more information: <http://internationalcenter.umich.edu/life/banking.html>.

Arriving in Ann Arbor

- ❖ Refer to your visa documentation for arrival information. If your visa allows, we encourage you to arrive earlier than the day of orientation.

- ❖ Research transportation options from the airport in Detroit to Ann Arbor:
<http://www.visitannarbor.org/about-ann-arbor/transportation>
- ❖ The Michigan Flyer is a cost effective way to travel from the airport to Ann Arbor:
<http://www.michiganflyer.com>
- ❖ There are many shuttle services and cab companies that provide door to door service from DTW to Ann Arbor. There is no regularly scheduled public transportation (i.e. train or bus) from DTW to Ann Arbor. You must make your own travel arrangements.

Orientation At-A-Glance

All students are required to attend the new student orientation. Orientation is a chance to begin preparing for life at Michigan and offers you the following opportunities:

- To learn about academics at the University.
- To explore your interests and develop an academic plan.
- To become familiar with the University campus, its facilities, and available resources.
- Learn about life in the U.S. and on the U-M Campus.
- To complete your mandatory immigration check-in.
- To meet other exchange students.

Frequently Asked Orientation Questions

❖ What is an OTID and where can I find it?

OTIDs are the One-Time Identifiers that new students use to create their usernames. The OTID is sent to incoming students. OTIDs are 10-characters long. Students enter their OTID, along with other information, when creating their username and UMich Kerberos password. If you are having trouble getting an OTID, or using an OTID to create your username, you can contact the consultants at 734-764-4357, option 1, or online.consulting@umich.edu for assistance.

❖ What do I do if my name, address, or identification number is incorrect?

- If your address is incorrect: To change your address, go to Wolverine Access and click on the Student Business link. After logging in with your username and password, you will see an Address and Phone Numbers link under the heading "Campus Personal Information". The system allows you to set separate current and permanent addresses and phone number. Maintaining up to date contact information is your responsibility, and we recommend updating your address and phone number before the term begins.
- If your name, identification number, or date of birth is incorrect: You must write a letter to the Registrar and enclose proof of the correct information. Send letters to:
Office of the Registrar
500 S. State St.

Ann Arbor, MI 48109-1382

❖ **What can I do on Wolverine Access before coming to orientation?**

You should consult Wolverine Access to confirm that all personal information, such as address, phone number, and emergency contacts, is correct. Incorrect information can be changed online or by contacting the Office of the Registrar (see above).

❖ **Can I get my MCard before Orientation?**

We encourage you to get your MCard as soon as possible after arriving on campus. If you are in Ann Arbor prior to the orientation program, you can go to any of the [ID issuing stations](#) to get your MCard. You will need to bring both a photo ID (passport, driver's license) and your U-M ID number.

❖ **How do I get football tickets?**

Ask a current student! Many current students hold season tickets and can tell you how you can purchase a ticket to an individual game. The [Athletic Ticket Office](#) offers more information. You can also look on the Ross Impact Classified Ads portal.

Overview of Important Departments

The University of Michigan is a large university consisting of several different offices serving unique roles. As you acclimate to university life, you will begin to see how our various offices affect you as a student. Below you can read about the various offices to help you better understand your main resources in case you have questions or should need assistance.

Global Initiatives

ross-globalinitiatives@umich.edu

3rd floor Sam Wyly Hall, 701 Tappan St, Ann Arbor, MI 48109-1234

Phone: 1 (734) 936-3917

Global Initiatives was established at the University of Michigan Business School, now the Stephen M. Ross School of Business, in 1989 by University faculty as a multidisciplinary resource for teaching and learning about international business. We serve incoming exchange students by processing applications, coordinating the acceptance process, providing cultural and academic orientation, and providing ongoing support.

International Center

icenter@umich.edu

1500 Student Activities Building

515 E. Jefferson Street

Phone: (734) 764-9310

U-M Health Insurance: ihl@umich.edu

The International Center serves all international students, scholars, faculty, and visitors throughout the University of Michigan. The International Center should be considered your primary authority on your visa status. In addition, The International Center's Health Insurance Office administers the University of Michigan mandatory health insurance program for international students and scholars, including providing and processing forms needed for insurance enrollment, changes, and requests for waivers of the insurance requirement. This office also assists students and scholars who have questions or concerns about insurance procedures and filing insurance claims.

The International Center provides the following:

- Advises international students, scholars, their dependents, and University departments on compliance with U.S. immigration laws and regulations related to F and J visa categories. Recommends and approves immigration benefits.
- Verifies, tracks, and submits visa status notifications through the Student and Exchange Visitor Information System (SEVIS), as required by the U.S. Department of Homeland Security.
- Advises on adjustment to U.S. society and American culture, academic concerns and community resources.
- Processes DS-2019s, I-20s, travel signatures, and letters needed for travel, employment, maintaining status, social security numbers, and other immigration related matters.

The International Center expects the following of all international students:

- Follow all regulations of your visa.
- Notify the International Center if you find yourself in a situation affecting your academic standing.
- Notify the International Center if you find yourself in a situation affecting your ability to stay in the U.S.

Office of the Registrar

Registration and schedule questions: ro.registration.questions@umich.edu

Tuition questions: ro.tuition@umich.edu

Transcript ordering questions: ro.transcript.order.questions@umich.edu

1207 LSA Building, 500 S. State St.

Phone: (734) 647-3507

The Office of the Registrar serves the entire University of Michigan campus. The Office of the Registrar is a useful resource for information related to academic policies, student rights, enrollment, and transcripts.

*Our unit is unable to order transcripts. Students must order transcripts for their home school to get academic credit.

The Office of the Registrar provides the following services:

- Processes final grades and academic records.
- Publishes the university-wide academic calendar.
- Can help exchange students register for classes in person.
- Online ordering of transcripts.

Counseling and Psychological Services (CAPS)

Michigan Union
530 S. State Street
Room 3100
Ann Arbor, MI 48109
<http://caps.umich.edu/>

The mission of Counseling and Psychological Services is to foster the psychological development and emotional well-being of students through counseling and psychotherapy, preventive and educational programming, consultation and outreach, as well as contributions to the mental health professions. In collaboration with students, schools, colleges, and other units, Counseling and Psychological Services strives to develop a diverse, inclusive and multicultural community. Counseling and Psychological Services (CAPS) provides confidential psychological and psychiatric services for currently enrolled U of M undergraduate and graduate students. We strive to provide the following services in an atmosphere that is welcoming, comfortable and multi-culturally sensitive for all students:

- [Individual Counseling](#)
- [Group Counseling](#)
- [Urgent/Crisis Services](#)
- [Psychiatric Evaluations and Medication Management](#)
- [ADHD Screenings and Support](#)
- [Eating Patterns Screening and Support](#)
- [Substance Abuse Screenings and Support](#)
- [Daily "Common Concerns" Meetings](#)
- [Drop-in Workshops](#)
- [Referral Services](#)

University Health Services (UHS)

UHS is a health care clinic located on the central campus of the University of Michigan. With approximately 70,000 visits per year, UHS is a highly utilized campus resource, and part of the

Division of Student Affairs. Please note that UHS is not the UM Health System (hospitals and clinics).

UM students, faculty, staff and others affiliated with UM are eligible to visit UHS. For students who are enrolled for the current semester on the Ann Arbor campus, most UHS services are covered by the health service fee, which is paid as part of tuition.

UHS provides outpatient care with no overnight stays. Through our Medical Clinics, UHS can meet most health care needs. We also offer specialized services through our:

- Allergy, Immunization and Travel Health Clinic
- Eye Care Clinic and Optical Shop
- Women's Health Clinic
- Laboratory
- Nutrition Clinic
- Pharmacy
- Physical Therapy
- Radiology
- Specialty Clinics

Academic Life

Academic Calendar: [Ross Academic Calendar](#)

Registering for Classes

Several months before the start of the term, you will be contacted by Ross Academic Services about the course bidding process. If you have any questions regarding classes and scheduling, you should contact academic services at rossacadservices@umich.edu or 734-647-4933.

Also, after you have your username and Kerberos password, you will be able to log into iImpact, which is a Ross School of Business Webportal, to view course descriptions and select course syllabi.

Language of Instruction

All courses are taught in English, unless otherwise indicated.

Buying Books

There are three on-campus book stores available for you to purchase your textbooks and school supplies:

Ulrich's, corner of E. University St. and S. University St.

Michigan Union Bookstore, in the basement of the Michigan Union

North Campus Bookstore, on North Campus, Pierpont Commons (primarily for Engineering/ Arts students)

- Textbooks from the on-campus stores are usually expensive, but you are guaranteed to get exactly what you need.
- Some stores provide the option to rent new textbooks, but the books must be returned by the end of semester and a credit card is also required for the rental agreement.
- Some classes may require coursepacks which can be purchased at Dollar Bill Copying, 611 Church St.

Buying your books online is a lot cheaper, but it sometimes takes a while before they are delivered and you must make sure it is the right book required for your class. Here are some recommended websites for purchasing books:

www.amazon.com

www.bookfinder.com/

www.barnesandnoble.com/

www.half.ebay.com/

www.abebooks.com/

www.alibris.com/

www.bigwords.com/

Classroom Environment

The classroom experience at the University of Michigan will be different from your home university. While most professors solely lecture, there are Graduate Student Instructors (GSIs) who may assist the professor in holding discussion sections, which are small classes designed to reaffirm what the professor has taught during lecture. GSIs are advanced graduate students who are obtaining their Masters or Doctoral degrees. There is limited individual contact time with the professors and GSIs during classes, therefore, it is strongly recommended that students, especially incoming exchange students, attend their professor's and GSI's office hours regularly throughout the semester. During office hours, students have the opportunity to either talk to the professor or GSI in a private setting to get extra help with homework assignments or assistance in fine-tuning paper topics. Oftentimes, this can be the best way to get to know your professor and GSI.

Classroom Etiquette in the United States

Students will have several classes in a lecture environment; however, there will often be a discussion meeting associated with those classes. In the discussion section or in a smaller classroom setting, students are expected to participate in class. Generally students will raise their hand during class if they have a question or would like to participate in a discussion. You may

remain in your seat when speaking to the professor or addressing the class, unless you are making a formal presentation.

Success in the Classroom

The key to success at the University of Michigan is to work hard, complete all assignments, attend office hours and study for all exams. Each class usually consists of weekly readings and homework assignments which may count for a large portion of your final grade. In addition to this, there are also as many as four exams per semester as well as potential quizzes. The only way to be successful taking exams and quizzes is to study for them. Some classes may also evaluate students through in-class “blue-book” exams, or through papers assigned in advance.

In addition to exams and homework assignments, students may be graded based on participation. Students should actively go to office hours to seek help and to get feedback on their work. It also shows the professor or GSI that you’ve taken a proactive approach, which could help in achieving a better grade. Many exchange students find it helpful to introduce themselves to professors early during the term. It can be confusing to be in a new school, so please check with your faculty member on how you are doing in your class if you are unsure.

Class attendance and participation is mandatory. Failure to do this will lower your grade. Faculty can also drop or fail students who do not attend class.

Final Grades and Transcripts

Most professors will make grading policies readily available in their course syllabus. If you are not sure how your final grade will be evaluated, ask your professor or GSI. Final grades are available through Wolverine Access, typically within 1-2 days of the last exam date.

The University of Michigan provides students with free official transcripts, available to order online through Wolverine Access. Students should plan on requesting transcripts to be sent to their home university exchange office. If requesting by mail, please allow 3-4 weeks for international mail delivery.

Students are also encouraged to obtain multiple copies of transcripts for future reference, prior to leaving Ann Arbor. For further instructions on ordering a transcript, consult the Office of the Registrar.

Banking

Many local banks and credit unions offer student checking accounts. If you are planning to open an account with a local bank, be prepared to bring identification. More information is available from the International Center.

Budgeting

We recommend budgeting for your experience. The International Center provides information on the cost of living in Ann Arbor: <http://internationalcenter.umich.edu/life/costofliving.html>

The most common category to exceed a budget is food. Ann Arbor has many offerings for restaurants and grocery shopping, making it a “foodie” destination. Sharing meals and cooking at home can be one way to stay within a budget (while also exploring grocery stores and sharing cultural knowledge with your roommates). Several student organizations usually offer free food as part of their meetings and events. This is a great way to help with your budget, while also making new friends. Some students prefer to purchase Blue Bucks, which can be used in many campus dining facilities. As a student, you will be able to participate in many events free or for reduced cost by showing your MCard.

Methods of Payment

We suggest converting your currency to U.S. Dollars at official banks upon arrival in the airport. Credit and debit cards are accepted at many local retailers on campus and in the Ann Arbor area. Many students rely on ATMs to access cash. Be aware that ATMs can charge a small fee.

Safety Tips

- Keep your passport and important documents in a safe place.
- Get a Michigan ID to carry with a copy of your passport
- Notify your bank or credit card company that you will be travelling to the U.S.
- Do not share your PIN with anyone; do not write your PIN down.
- Keep a list of numbers for your bank or credit card companies in the event that your card is lost or stolen.
- When using an ATM, be aware of your surroundings.
- Only use an ATM in well-lit areas.
- Keep a small amount of cash (\$25) in small bills (\$5, \$10, \$20) available for tipping or small purchases.
- Trust your instincts; only exchange currency at official banks.
- Protect your MCard, especially if you decide to use it as a debit card (offered by TCF Bank).
- Keep your receipts for returns and for customs.

Life in Ann Arbor

The city of Ann Arbor is just as diverse and unique as U-M’s campus. Please take some time to explore the links below to learn more about our local community:

- <http://www.visitannarbor.org/>
- <http://www.a2gov.org>
- <http://ecurrent.com/>

Shopping Resources

Small grocery stores and small boutiques are located within walking distance to campus and downtown Ann Arbor. Larger stores, such as Meijer, Target, Trader Joe's, Whole Foods and Briarwood Mall, are accessible by AATA bus and will have discounted prices on a variety of products. The International Center provides [a comprehensive list of shopping resources in Ann Arbor](#).

Cell Phone Providers

We recommend purchasing cell phones and service from official stores affiliated with cell phone companies. Many cell phone providers require two year contracts. If you will be in the U.S. for a limited time, you may want to avoid a contract and instead purchase a pay-as-you-go plan.

Examples of cell phone providers and retailers include:

- AT&T Wireless (407 E Liberty St, Ann Arbor, MI)
- Best Buy (3100 Lohr Rd, Ann Arbor, MI)
- Sprint/Nextel (Briarwood Mall, 100 Briarwood Cir D117, Ann Arbor, MI)
- Target (2000 W Waters Rd, Ann Arbor, MI)
- T-Mobile (Briarwood Mall, 444 Briarwood Cir F123, Ann Arbor, MI)
- Verizon Wireless (212 S Main St, Ann Arbor, MI)
- Virgin Mobile(3100 Lohr Rd, Ann Arbor, MI)

Public Transportation

Ann Arbor and the surrounding community is supported by a public bus system, Ann Arbor Transportation Authority (AATA, otherwise known as "The Ride"). Students can ride the public buses for free with their MCard. Students may also use the University bus system:

http://pts.umich.edu/taking_the_bus/routes/.

To learn more about transportation in Ann Arbor, watch this student-created YouTube video:

<http://www.youtube.com/watch?v=pIKl1NdR3rk>

Exercising

A good way to relieve the stress of work and school and to remain physically active during the winter months is to join a gym or health club! The Ann Arbor area has many gyms and other workout facilities both on and off campus.

U-M offers a wide range of recreational activities for students, faculty and staff. U-M facilities offer weights, cardiovascular training machines, racquetball, basketball, volleyball, badminton, swimming pools, running tracks, fitness classes and much more. There are also many club/ team sports in which students may participate. Check out the IM Building which offers over 41 club sports to U of M students:

[U-M Club Sports Program](#) 606 E Hoover (IM Building)
Ann Arbor, MI
734.763.3562

On-Campus Options

<http://recsports.umich.edu/facilities/>

- Och Fitness Center- located in the basement of the Ross School of Business and requires a membership fee for the entire semester

Other options which are free with your M-Card:

- Central Campus Recreation Building (CCRB) – Central Campus
401 Washtenaw Ave
- North Campus Recreation Building (NCRB) – North Campus
2375 Hubbard Rd
- Intramural Sports Building (IMSB, or the IM building) – South Campus
606 E Hoover Ave

All 3 buildings have standard exercise machines (i.e., elliptical, treadmill, etc.) as well as a pool.

Campus Life

Campus Safety

The University Department of Public Safety (DPS) is a full law enforcement agency overseeing crime prevention and protection. There are two important ways the university can communicate with you in the case of an emergency and students are encouraged to participate:

- Subscribe to emergency alerts within Wolverine Access. The university will contact you by text, email, or phone in the event of an emergency on campus.
- Update your emergency contact information within Wolverine Access. The university can contact your emergency contacts if needed.

We encourage you to familiarize yourself with the personal safety tips recommended by the Department of Public Safety.

Under Michigan law it is illegal for anyone under the age of 21 to purchase, consume or possess, or have any bodily content of alcohol. A first-time conviction may result in a fine, substance abuse education and treatment, community service and court-ordered drug screenings. There is also a provision for possible imprisonment or probation for a second or subsequent offense. Use of fake identification by minors in obtaining alcohol is punishable with a fine, loss of driver's license, probation and community service.

While a student at the University of Michigan, you are responsible for adhering to the *Statement of Student Rights and Responsibilities*. The Statement is created by the university community and establishes community standards and protocols. **The Office of Student Conflict Resolution**

provides resources and services to the campus community to help prevent and resolve conflicts amongst community members.

The entire U-M and Ann Arbor community is committed to respecting diversity and creating an inclusive campus climate. If you witness or experience conduct that discriminates, stereotypes, excludes, harasses or harms anyone in our community based on their identity (such as race, color, ethnicity, national origin, sex, gender identity or expression, sexual orientation, disability, age or religion) please report it to university authorities.

Get Involved: Student Organizations or the International Center

The University of Michigan has a proud history of student activism and student organizations. Currently, there are over 1,100 registered student organizations on campus.

During the beginning of the semester, the **Office of Student Activities and Leadership** organizes activities that offer an opportunity to meet various organizations and learn more about the various clubs. These campus information fairs are: Festifall (occurs in September on the Diag), Northfest (occurs in September on North Campus), and WinterFest (occurs in January). Ross also has an MBA and a BBA “Meet the Clubs” event in the fall.

Most groups have mass meetings at the beginning of each term. These are open to any interested student. You're under no obligation to join the group if you attend - it's simply a chance for you to get more information and for the group to learn of your interest. If you miss a mass meeting or find out about a group during the year, call a contact person and ask when the next meeting is. If meeting times and programs are posted, you can always assume you're welcome. Of course, some organizations, such as honoraries, fraternities and sororities, have selected memberships, so be sure to find out the particulars in these cases.

The U-M International Center offers events and workshops throughout the year on topics of interest to international students and scholars. Visit their website to learn more about what events and workshops are available while you are on campus:

<http://internationalcenter.umich.edu/events/social-events.html>

Visit **Maize Pages** (<http://maizepages.umich.edu/>) to see the online directory for student organizations. If you know what kind of organization you would like to join, you can search for keywords or phrases. Just want to see what's available? There is also an option to browse by category. Examples of categories include:

- Service Programming: Alternative Spring Break, Do Random Acts of Kindness, Circle K, Project Flavor, Dance Marathon, Relay for Life, and Pangea World Service Team
- Governmental: LSA Student Government, Nursing Council, Michigan Student Assembly
- Residence Halls Association, and Student Alliance for Global Reach

- Departmental/Academic: Creative Writing Club, Health Policy Students Association, Michigan Economics Society, and International Law Society
- Religious: Dharma on Campus, InterVarsity Christian Fellowship, Newman Catholic Student Association, and Jewish University Association
- Sports/Recreation: Bowling Club, Ballroom Dance Team, Fencing Club, Michigan Equestrian Team, Michigan SCUBA Club, Rowing Team, Swing Ann Arbor, and Waterski Club
- Political: College Democrats, College Republicans, Voice Your Vote, Students for Life, Student World Assembly, and Students for a Free Economy
- Social Issues: Students Organizing for Autism Advocacy and Research, Student Anti-Genocide Coalition, Amnesty International, and Human Rights Through Education
- Global Issues: International Friendship, Model United Nations, Society of Global Engineers, Asian American Association, and Michigan Italian-American Association

Ross-Specific Student Organizations

There are also many great business, entrepreneurship, social networking, and community service based student organizations at Ross. Check out the available clubs here:

<http://www.bus.umich.edu/organizations/clubs/>

Insider Knowledge

Urban legends

- If you step on the “M” in the center of the Diag, you’ll fail your first bluebook exam.
- If you kiss someone under the West Hall (Engineering) Arch at midnight, that’s the person you’re going to marry.
- The puma statues outside the doors of the Natural History Museum only roar on one occasion: when Michigan beats Ohio State in football.

Slang

- The Arb: Nichols Arboretum is home to many trails for hiking.
- Bluebook: An essay exam in which your answers are written in a blue booklet. With a student ID, you can get up to 6 free Bluebooks at the Alumni Center (200 Fletcher St.) 9 am-5 pm Monday –Friday.
- Blue Bucks: Money that is stored on your M-Card that can be used at restaurants in campus buildings such as the Michigan Union.
- The Diag: The center of Central Campus; it is the crossroads of campus, bordered by the Grad Library, Mason and Haven Halls, and beautiful lawns full of trees.
- Fishbowl: The Angell Hall computing site, open 24/7.
- The Hill: This is a section of campus that houses the majority of first-year students. Residence halls here include Couzens, Alice Lloyd, Markley, Mosher-Jordan (Mo-Jo), and Stockwell.

- Maize Craze: The student section at men's basketball games in Crisler arena; students have the best seats in the house and wear maize-colored T-shirts.
- The Rock: This is a giant rock on the corner of Washtenaw and Hill St that is painted practically every night of the year by one group or another for birthdays and other events.
- The Union: Located on the intersection of State and South University, the Union houses a food court, ticket office, meeting rooms, and much more.
- Kerrytown: Located north of the Main Street area, Kerrytown is home to the Farmer's Market and Zingerman's Deli.
- The League: Located on North University Avenue, the League has a small food court, study areas, and conference rooms.
- The UGLI: The Shapiro Library, located on the Diag, offers many areas for studying and group projects.
- The Grad: The Hatcher Graduate Library, located next to Shapiro Library, offers very quiet study spaces, as well as an impressive book collection.
- GSI: Graduate Student Instructors often help faculty teach the discussion sections of the class.
- Michigan Time: In general, classes typically start 10 minutes after the official start time, in order to accommodate travel time between classes.
- Office Hours: Professors and graduate student instructors (GSIs) allow students to come to their offices and ask questions. Usually office hours last 1 to 2 hours and students can come and go as they please.

Lyrics to the University of Michigan fight song, "The Victors"

*Hail to the victors valiant
Hail to the conquering heroes
Hail, Hail to Michigan
The leaders and best!
Hail to the victors valiant
Hail to the conquering heroes
Hail, Hail to Michigan
The champions of the West!*

Acronym Guide

Sometimes it seems like the University of Michigan has its own language: stick two, three, or four letters and numbers together and you've got a brand new word that students and faculty need to know in order to get around. The following is a list of some of the most common acronyms you might encounter on campus:

- A2 – Ann Arbor
- AATA – Ann Arbor Transportation Authority

- CAPS – Counseling and Psychological Services
- CCRB – Central Campus Recreational Building (gym)
- CHEM – Chemistry Building
- GSI – Graduate Student Instructor
- IM Building – Intramural Building (gym)
- LRC – Language Resource Center
- MLB – Modern Language Building
- MoJo – Mosher Jordan Residence Hall
- MUTO – Michigan Union Ticket Office
- NCRB – North Campus Recreational Building (gym)
- CGIS – Center for Global and Intercultural Study
- ONSP – Office of New Student Programs
- RC – Residential College
- SAB – Student Activities Building
- SAPAC – Sexual Assault Prevention and Awareness Center
- SLC – Science Learning Center
- UGLI – Shapiro Undergraduate Library
- UHS – University Health Service

Adjusting to Local Culture

Tips from Former Exchange Students

What did you find most surprising about your academic experience?

- “High ambition level”
- “Intensity of class discussions”
- “The way students were so open about sharing their thoughts with the class”
- “Different culture around academic expectations...much higher...”
- “Reading load--I had no idea that students were actually expected to read everything because this was not expected at my home university”
- “Pop quizzes”
- “Professors were very motivated”

If you were able to talk to a new exchange student, what cultural advice would you recommend?

- “To have an open heart and mind and not judge too quickly, to allow for the possibility that your own culture is not always preferable to the American or whichever "other" culture.
- “Don’t just stick with those from your home country. You will gain a lot more from the experience if you mix with those from other countries and most of all Americans.”

- “I would definitely recommend him/her to learn as much as he/she can from the various cultures he has the possibility to interact with”
- “Not to be afraid to ask/ talk to the American students to find out more, you will discover many interesting things you never knew.”
- “Word usage is different and Americans have very specific words for things that may be confusing to others”
- “Get involved with as much as you can on campus- join clubs and sport teams. Organize tickets to football games etc.”

Helpful Coping Strategies

- Find ways to relieve stress: Understand your language and culture limits—if things get overwhelming, take a break.
- Do what you do at home or something close to it: What worked for you at home when you were feeling down? Reading? Listening to music? Watching a funny movie? Give it a try in the host country as well.
- Express yourself: Find someone who understands, such as another exchange student. Singing or dancing can also be wonderful means of expression you can do by yourself or with others.
- Connect with family and friends back home: Write letters home, send emails to friends. Writing can be a valuable way to reconnect when things aren’t going so well. But set a limit: too much time sending email can make you feel you never emotionally left home, and that’s not what you want, either.
- Make a point to cook or buy some of your favorite meals from home.
- Stay active: Take walks, bike, swim, etc. A good workout can be calming and therapeutic.
- Work harder to adapt to the new culture even if you are scared or overwhelmed. Dig in and do not give up. Try to integrate with people from your host culture. Ask them for help, advice, and to join you while you go to the grocery store, order at a restaurant, attend your first University of Michigan football game, etc. People in Ann Arbor are more than willing to guide you through the American culture, but you may have to be the first to reach out and ask.

Adapted from: Paige, R.M., Cohen, A.D., Kappler, B. Chi, J.C., Lassegard, J.P. (2009) Maximizing Study Abroad: A student’s guide to Strategies for language and culture learning and use, 2nd Ed, Minneapolis: University of Minnesota, pp. 98-99.

Quick Tips for Going Beyond Surface Adjustment

- Participate in the culture.
- Don’t fight the culture; flex with it.
- Learn what is most important to the people in the culture.
- Constantly test your own ideas about the culture.
- Don’t assume you understand the culture.
- Occasionally withdraw from the culture to avoid culture fatigue.

- Explain your culture to your hosts; help them understand you.
- Learn from others, but don't become dependent on them.
- Learn from TV, radio, and the press; these resources are great for cultural insights.
- When you don't know, ask.

Adapted from: Paige, R.M., Cohen, A.D., Kappler, B. Chi, J.C., Lassegard, J.P. (2009) Maximizing Study Abroad: A student's guide to Strategies for language and culture learning and use, 2nd Ed, Minneapolis: University of Minnesota, p. 102.

Cross-Cultural Activities

- Consider the programming offered on television and radio. What does it tell you about the culture and/or its values? How does this compare with your home culture?
- Take a different form of transportation whose circuit covers parts of the city that you do not normally see. What did you see/learn that travel by your traditional means has not shown you?
- Go to a grocery store or market and look around at the merchandise. In what ways is this store like/unlike a typical grocery store or market in your hometown? Create a reasonable weekly grocery shopping list, assuming that you are buying for just yourself. Include all necessities and be sure to account for main dishes, fruits, vegetables, dairy, and so on. Write the price next to each item based on the prices you encounter. Now analyze the total cost. How does it compare with what you might pay at home? How can you explain any difference?
- Tour a local museum. Choose a particular work in the museum that interests you. Would you likely find anything similar in a museum in your hometown?
- Find out how local citizens get driver's licenses. How does the process work? Where do they learn to drive? How long does the process take? How much does it cost? How does the overall process compare to the system in your home country?
- Attend a sporting event and describe it. Does this sport exist in your home country? If so, are there any differences in the way it is played, viewed, and so forth? What role does this sport seem to play in the local culture?

Adapted from: Dowell, M. & Mirsky, K.P., Study abroad: How to get the most out of your experience. (2003). Upper Saddle River, NJ: Prentice Hall, pp. 84-85.

Important Phone Numbers, Email Addresses, and Websites

Department of Public Safety (Emergencies)	9-1-1	In an emergency, regardless of location in the U.S., dial 911 to reach the nearest emergency response team.
Department of Public Safety (Non-emergencies)	1-734- 763-1131	www.police.umich.edu public.safety@umich.edu

Ross Global Initiatives	1-734-936-3917	http://www.bus.umich.edu/globalinitiatives/ross-globalinitiatives@umich.edu
International Center	1-734-764-9310	www.internationalcenter.umich.edu icenter@umich.edu
Campus Information Centers	1-734-764-4636	www.umich.edu/~info info@umich.edu
Services for Students with Disabilities	1-734-763-3000	www.ssd.umich.edu sswdofficce@umich.edu
University Health Service	1-734-764-8320	www.uhs.umich.edu
University Operator	1-734-764-1817	

Other Useful Links:

- [Ross School of Business Home Page](#)
- [Ross Photo Gallery-Ann Arbor and Campus](#)
- [Ross Facebook](#)
- [Ross Global Initiatives Facebook page](#)
- [Ross Global Initiatives Twitter](#)
- [Ross Global Initiatives Instagram](#)
- [Ross Global Initiatives Pinterest](#)

Map of Central Campus

