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EMERGENCY CONTACTS

Below is a list of telephone numbers that you may need in case of a medical or other emergency.

For emergency help when a life is in danger or a crime is in progress:
Fire, Police/Sheriff, Ambulance/Rescue   911

Note: In case of a non-emergency where life is not threatened or if a crime has been committed but the perpetrator (criminal) is no longer at the scene, use the following emergency numbers:

Salt Lake City Police    801-799-4600
Campus Police        801-585-COPS (801-585-2677)

For on-campus emergencies, including auto accidents, and also if you accidentally lock your keys in your car, call campus police.

Utah Poison Control    1-800-222-1222
For help if you think someone has swallowed poison.

University of Utah Hospital    801-581-2121
Student Health Center (See Medical Insurance)    801-581-6431

Map of the University of Utah
http://www.map.utah.edu/

INTRODUCTION

The International Center welcomes you to the University of Utah, and we look forward to helping you meet your goals and expectations. Your safety, well-being, and the quality of your educational experiences on and off campus are extremely important to us.

This guide has been designed to give you some basic information and contains useful resources on many aspects of living in Salt Lake City. It also focuses particularly on areas surrounding the campus. We hope you will use this guide to help you find your way.

The International Center
200 S. Central Campus Drive
Olpin Student Union Building, Room 410
Salt Lake City, Utah 84112-9113
(801) 581-8876
http://www.ic.utah.edu/
info@ic.utah.edu

This manual was updated January 2011
The mission of the International Center is to support the academic, research, and community service mission of the University of Utah by providing opportunities for all students, faculty and staff to incorporate an international, cross-cultural and global dimension into their academic and professional lives. It seeks to foster and support a positive, interactive learning environment for international students and faculty through programming and services. It supports the concept of the global community through an international network of individuals with academic and economic ties to Utah and promotes institutional and public awareness of the value of international educational exchange.

Reminders:

- You must keep your passport valid at all times.
- You must keep your I-20 or DS-2019 form current (not expired).
- The visa stamp in your passport will not need to be renewed unless you are traveling outside the United States and need to reenter the United States.
- You can return from Canada, Mexico and the Caribbean (excluding Cuba) with an expired visa if your stay outside the U.S. has been thirty days or less.
- You can stay inside the United States with an expired visa, but if you leave, you will need a new visa to reenter.
- Apply to the International Center a month before your I-20 or DS-2019 expires to have your form extended.
- **If you have any questions about your status, please come to the International Center in room 410 of the Olpin Student Union Building for help.**

You should become familiar with the location of your country’s nearest embassy or consulate. You may also want to register with your government’s representatives, since many embassies will mail newsletters and keep you updated on events affecting your home country. During a national emergency, these representatives would also serve as your contact with your home.

**International Orientation and Programs**

**Friendship Family Program** [http://www.ic.utah.edu/students/new/interStudentResources.htm#Programs](http://www.ic.utah.edu/students/new/interStudentResources.htm#Programs)

The Friendship Family Program provides international students the opportunity to get to know local Salt Lake families. During fall semester an opening social is held where students have the chance to meet their host families. Students and families can then get together for activities throughout the year.

Applications for the Friendship Family Program are available at the International Center’s website.

**International Student Council** [http://web.utah.edu/isc/](http://web.utah.edu/isc/)

The International Student Council (ISC) is a social club for international students. Its officers and members come from all over the world and represent the international student community on the University campus. The ISC organizes regular activities for the international community. The ISC also sends emails, which inform students of events on- and off-campus.

**The Language Exchange Program** [http://www.ic.utah.edu/students/new/interStudentResources.htm#Programs](http://www.ic.utah.edu/students/new/interStudentResources.htm#Programs)

The Language Exchange Program is an opportunity for cross-cultural communication through language development. We match non-native English speakers with native English speakers for a conversation exchange. Through the program, you can practice a foreign language, learn about another culture, and/or gain tutoring experience. Ask for more details at the International Center.

**Cross Culture Club** [http://www.utahcrosscultureclub.org](http://www.utahcrosscultureclub.org)

This club provides opportunities to learn more about American culture and to develop friendships with people from around the world! Off campus activities include English conversation classes, outings, and parties. For more information, see the club’s web page.

**International Women’s Association** [http://www.utah.edu/iwa](http://www.utah.edu/iwa)

The International Women’s Association (IWA) of the University of Utah is a club for women students and spouses of students at the U. You can get information on English classes, child care, American culture, volunteer opportunities and things to
do in Salt Lake City at each meeting.

Office of International Education/Study Abroad
Olpin Student Union Building, Room 159
http://www.ie.utah.edu/

This office provides a variety of international study abroad and international exchange opportunities for university students and the community. Programs vary from intensive language summer programs to year-long exchanges. International students can study abroad during their vacation semesters.

THE UNIVERSITY OF UTAH
http://www.utah.edu/
Map: http://www.map.utah.edu/

On-Campus Housing and Resources
Housing and Residential Education (HRE)
http://www.housing.utah.edu/
801-587-2002

On-campus housing fills up fast– so you must apply early!

University Student Apartments
http://www.apartments.utah.edu/

Campus Shuttle
http://www.parking.utah.edu
http://www.uofubus.com

For transportation around the university campus, we recommend that you use the campus shuttle. The shuttle service is free and has several different routes, which provide regular service to all areas of the campus, including University Hospital and Research Park. Shuttles run from 6:00 a.m. through 6:00 p.m. (11:30 p.m. for some night routes) Monday through Friday. Shuttle schedules can be found online.

Medical Care and Expenses in the U.S.

All international students are required to have health insurance while studying at the University of Utah.

What should I know about the U.S. medical care delivery system?

The medical care system in the U.S. is not a governmentally supported system that pays for individuals’ medical costs. There is no national medical care program or national insurance program (except for elderly and poor citizens). Medical costs in the U.S. can be extremely expensive, and they must be paid by the individual incurring them. Health and accident (sickness and injury) insurance will pay some of your medical expenses, but no health insurance plan readily available to students will pay for all medical expenses.

What should I expect when I seek medical care?

When you see a health care provider, expect to be asked many questions. You will be expected to discuss your symptoms objectively, even though you may feel uncomfortable or fearful. Patients are expected to ask about the costs of recommended treatment, and they may be asked to participate in making decisions about treatment and medications. It is important to provide as much information about your symptoms as possible, so your U.S. health care provider can help you.

Health & Accident (sickness and injury) Insurance

Why do I need health insurance?

Because medical services in the U.S. are very expensive and to ensure you can pay medical bills that result from sickness or injury, it is necessary to buy health insurance. The bill for a few days of hospital care can cost thousands of dollars. Insurance protects you against having to pay the entire cost of expensive medical procedures.
Does the University of Utah require health insurance?
Yes, for all F-1 students. You will be automatically enrolled in the university-sponsored Student Health Insurance. If you have other insurance that meets the University’s requirements (found at http://studenthealth.utah.edu/services/international.htm), you may request a waiver. The university-sponsored Student Health insurance plan meets all federal requirements for F-1, J-1 and J-2 visa holders. Please call the Student Health Insurance office at 801-585-6949 for more information.

What does health insurance cover?
Be sure you read your insurance policy carefully before you use it. It is your responsibility to know what is covered, what is not covered or excluded, and what you will have to pay for yourself. If you do not understand all of the words in the insurance policy, be sure to ask the insurance company representative to explain them to you. You risk losing valuable insurance benefits if you do not follow the requirements of your insurance plan.

What other health related requirements should I know about?
The University of Utah requires all students to show proof of immunity to measles, mumps, and rubella, either by having documentation of two measles, one mumps and one rubella vaccination or documentation of the disease or titer (blood test) results. All international students and students entering medical professions or student teaching must also have a current tuberculin skin test.

Contact the Immunization Program Office (801) 585-6009 for more information.

Where can I go if I get sick or injured?
All University of Utah students and their dependents (spouse and children) may use the University of Utah Student Health Service (SHS), located on campus in the Madsen Clinics Building (555 Foothill Blvd.) on Level 1. If you have the university-sponsored Student Health Insurance, you are required to use SHS for all initial care. If you need specialty referral, SHS will help you with that.

SHS and most other health care provider offices require that you make an appointment in advance. When you make an appointment, ask about fees and other costs, and determine whether your insurance plan is accepted.

What is the Student Health Service (SHS)?
http://www.studenthealth.utah.edu/

The Student Health Service is a medical care clinic located on-campus to serve the health care needs of ALL students enrolled at the University of Utah. Your spouse and children may also use SHS.

The Student Health Service asks you to make an appointment by calling 801-581-6431. SHS appointments must be cancelled 1 hour prior to the appointment time, or you will be charged a $10 missed appointment fee.

Fees are charged for most services provided at SHS, but these are considerably lower than those charged in the private community. You are requested to pay at the time you receive SHS services by cash, check, credit card (Visa/Mastercard), or with your insurance.

What if I need a dentist or eye care?
Dental care in the U.S. is expensive; however, you can purchase dental insurance. Companies offering dental insurance are listed under ‘Dental Service Plans’ and ‘Dentists’ Referral and Information Services’ in the Yellow Pages of the phone book, or ask the Student Health Service for information.

For eye care, you may seek the services of an ophthalmologist, an optometrist, or an optician. These are also listed in the Yellow Pages of your phone book. An ophthalmologist is a medical doctor who specializes in the diagnosis and treatment of eye diseases or injuries. Call the University of Utah Moran Eye Center for a list of physicians. An optometrist is trained to prescribe eyeglasses and an optician makes and sells eyeglasses or contact lenses.

What about hospital care?
It is recommended you know the locations of hospitals in your area, so you will be better able to manage a medical emergency should one occur. Local hospitals are listed in the Yellow Pages of your phone book under ‘Hospitals.’

Be sure to carry your insurance identification card with you at all times to ensure you have the needed information for your health care coverage.

Emergency care and after-hours treatment (evenings and weekends) are available 24 hours a day at University Hospital. Fees are charged and requested at the time of service.

If you are experiencing a life-threatening situation or have an acute injury call 911 or go directly to the emergency department of the closest hospital. You should not utilize a hospital emergency department for minor sicknesses or injuries.

What else should I know?
Climate: Salt Lake City is 4,330 feet above sea level, and the climate is very dry with extremely intense sun exposure. If you have lived at a lower altitude, you may tire more easily and become short of breath until your body adjusts. (The period of adjustment may take as long as six months.) If you are used to a humid climate, you may experience nosebleeds, dry skin, or
watery eyes.

Always use sunscreen on any exposed areas of your body and wear a hat and sunglasses when you are outside. Be prepared for weather changes by wearing several layers of lighter clothing, so you can remove them as temperatures rise. Always wear sturdy, dry footwear.

**Herbal Medicines or Medicines From Your Own Country:** Because many U.S. medicines are different from medicines made in other countries, or may cause adverse reactions when combined with herbal remedies or medicines you bring from your own country, it is essential you talk with your health care provider about any medicine they may prescribe for you.

**Hygiene:** As is evident from television commercials and magazine advertisements, Americans have been taught that the natural smells of people’s bodies and breath are unpleasant. Most Americans will quickly move away from a person who has ‘body odor’ or ‘bad breath.’ Distancing themselves from a person with odors may be the only signal that an American is offended by the smell. The topic of these odors is sensitive and most Americans will not tell another person that he or she has bad breath or body odor.

Most Americans bathe or shower daily (or more often if they engage in exercise during the day), use an underarm deodorant to counteract the odor of perspiration, and brush their teeth with toothpaste at least twice daily. Many people also rinse their mouth with a mouthwash or chew mints or chewing gum in order to be sure that their breath is free of odors. It is very common for women to shave their legs and underarms and to use a little perfume each day. Men often use a small amount of scented cologne or aftershave to smell pleasant, although it is important to remember that too much perfume or cologne can be offensive.

**Quick Reference Guide**

**Office Addresses, Phone Numbers and Hours**

**Student Health Services**
University Madsen Clinics, Level 1
555 Foothill Blvd. (southeast corner of campus)
Telephone: 801-581-6431
Hours: Monday–Friday
Business Office: 7:30 a.m.–5:00 p.m. (closed Wednesday from 12:00-2:00 p.m.)

**Student Health Insurance Office**
Student Health Service, University Madsen Clinics, Level 1
555 Foothill Blvd. (southeast corner of campus)
Telephone: 801-585-6949
Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (closed Wednesday from 12:00-2:00 p.m.)

**Immunization Program Office**
Student Health Service, University Madsen Clinics, Level 1
555 Foothill Blvd. (southeast corner of campus)
Telephone: 801-585-6009
Hours: Monday-Friday, 8:00 a.m.-5:00 p.m. (closed Wednesday from 12:00-2:00 p.m.).

**University Hospital and Clinics**
50 N. Medical Drive
Telephone: 801-581-2121 or 801-581-2900
Hours: Open 24 hours
also
Physician referral services 801-581-2897

**Primary Children’s Hospital**
100 N. Medical Drive
Telephone: 801-588-2000
Hours: Open 24 hours

**Wasatch Clinics Pharmacy**
University Madsen Clinics, Level 3
555 Foothill Blvd. (southeast corner of campus)
Telephone: 801-581-7652
Hours: Monday-Friday, 9 a.m.-5 p.m. (closed 12:30-1:15 p.m. for lunch everyday)
Student Health Services (SHS) Checklist to make your visit more comfortable

1. Always call ahead to **make an appointment**. They work by appointment to minimize your wait time. Call 801-581-6431.

2. Tell the person making your appointment all of your symptoms, so you will receive the right amount of time for your problem. Otherwise, your appointment may not be long enough, and you will have to schedule another appointment.

3. Request a longer appointment if language is a concern for you. Usually an appointment is scheduled for 15-30 minutes; you may want to request 30-45 minutes.

4. When scheduling your appointment, indicate if you prefer a male or female health care provider.

5. Be on time for your appointment. If you are late, those waiting to be seen after you will also be delayed. If you are late for your appointment, you may be asked to reschedule or you will have to wait. Remember how long it takes to get to the University clinic and plan accordingly.

6. **Bring a bilingual dictionary** with you.

7. Write out your symptoms of your sickness or injury before coming to SHS—this will help you explain how you feel and help your health care provider take better care of you.

8. Tell your health care provider about all of your symptoms.

9. If you feel you cannot describe your symptoms very well in English, **bring a friend** who has good English speaking skills to help you.

10. If you are taking other medicines or herbal remedies or medicines from your country, tell your health care provider so they will not prescribe medicines that could react with what you are already taking.

11. Ask your health care provider to **write out any instructions for you**. If you cannot read the handwriting ask them to read it to you.

12. Ask if there are **brochures or hand-outs** that can help explain your health condition and treatment.

13. **Ask questions** until you understand your diagnosis, reasons for laboratory tests, and treatment instructions. Repeat what you understand to be true, so your health care provider can correct any misunderstandings.

14. Be sure to **follow your health care provider’s instructions carefully**. If you do not begin feeling better within a reasonable time, or if the medicine prescribed for you makes you feel worse, contact your health care provider immediately.

15. Most services at SHS have a charge. Come **prepared to pay** for your insurance co-payment/services after your appointment. If you have the Student Health Insurance plan, be sure you have read and understood its coverage and limitations. The insurance does not cover preventive care, and you must have the insurance for 12 continuous months before pre-existing conditions are covered.

16. If you are unable to keep your appointment, you must **cancel one hour before** it starts. If you do not cancel your appointment, you will be charged a $10 missed appointment fee.

17. **Pharmacists cannot write prescriptions**, but they can recommend non-prescription medications to you.

18. If you have any questions, **call SHS 801-581-6431** during office hours, Monday-Friday, 7:30 a.m.-5:00 p.m. or Saturday 9:00 a.m.-12 p.m.

Safety and Security

**Personal Safety Tips**
- Keep your doors locked—even when you are at home.
- If someone knocks at your door or rings your doorbell, do not open the door until you have asked who is there.
- Leave both an inside and outside light on if you will be away.
- Women are advised to be particularly careful. Avoid walking alone at night, especially in areas of the city or campus that are not well lighted. Walk with a companion, or find a ride. If you must walk, we strongly suggest that you use the **Escort Program** operated by the University of Utah’s Department of Public Safety. The Program will provide you with an escort to
your vehicle or residence hall, but it is only available on-campus. If you would like an escort, phone 801-585-2677. If you are at the Medical Center, you can call the University Hospital Security on 801-581-2294.

Protecting Valuables
- Always lock doors to rooms, apartments, and cars.
- At the library: do not leave valuables unattended, even briefly. Take your backpack, coat, or other valuable possessions with you, or remove valuable possessions from your backpack if you are going to be away from your table.
- At bookstores: some bookstores ask patrons not to take a backpack or other bags into the store in an attempt to reduce shoplifting (stealing). These stores provide a place for you to leave your bag or backpack while you are shopping. Do not leave valuables in your backpack. Take them out and carry them with you, or use one of the pay lockers.
- Bicycles: If you park a bicycle outside, be sure to secure it to a bicycle rack with a sturdy lock, such as a steel ‘U’ lock.
- Clothing: Winter coats, hats, and scarves are sometimes stolen from coat racks in libraries or restaurants. If you own expensive winter clothing, we advise you to keep it within sight in public places.

Campus Resources

Interactive Map- [http://www.map.utah.edu/](http://www.map.utah.edu/)

University College Advising
450 SSB 801-581-8146
[http://www.sa.utah.edu/advise/](http://www.sa.utah.edu/advise/)
University College Advising offers a variety of services to help students succeed at the University of Utah. Every student is assigned an advisor to help with academic advising (such as course selection, graduation requirements, graduate and/or pre-professional school preparation, etc.). It is highly advisable to meet with an advisor to get you started at the U.

Continuing Education
1195 Annex 801-581-6461
[http://continue.utah.edu/](http://continue.utah.edu/)
Continuing Education extends the resources of the University to provide academic, experiential and recreational classes to students of all ages in the region. These enrichment courses do not earn academic credit.

English Language Institute
2202 Annex 801-581-4600
[http://continue.utah.edu/eli/](http://continue.utah.edu/eli/)
The ELI offers a variety of courses designed for people with beginning to intermediate English Language skills.

Associated Students of the University of Utah (ASUU)
234 Union 801-581-2788
[http://www.asuu.utah.edu/](http://www.asuu.utah.edu/)
The ASUU is the University’s student government and represents student needs to the University administration, state legislature, and community. ASUU sponsors concerts, debates and lectures, and other social activities. It also maintains courtesy typewriters, computers, and phones (for local calls).

ASUU Student Advocacy is a free service for students who need legal advice for almost any matter; including legal problems with a landlord, a teacher, a roommate, the police, a neighbor, etc. You will first meet with a student advocate in ASUU who will refer you to an attorney. The attorney will offer a half-an-hour legal counseling session for free. If you need any help you can stop by ASUU office, located at the Union building room 234.

Bennion Center
101 Union 801-581-4811
[http://www.sa.utah.edu/bennion/](http://www.sa.utah.edu/bennion/)
Since its founding in 1987, the Bennion Center has been providing service opportunities to the students, faculty, staff, and alumni of the University of Utah. Volunteers learn from projects dealing with poverty, the environment, at-risk youth, the elderly, the disabled, etc. Dependents on F-2 visas can volunteer as a way to get involved in the community.

Learning Enhancement Program
330 SSB 801-581-8746
[http://www.sa.utah.edu/lep/](http://www.sa.utah.edu/lep/)
This department offers a course called Strategies for College Success (Psych 2600) to help encourage academic success through focusing on stress management techniques, test-taking skills, and critical thinking. Class size is kept small and international students are welcome and encouraged to sign up.

Career Services
350 SSB 801-581-6186
Career services include career counseling, advice on CPT and OPT, on-campus interviewing, access to job postings, workshops, resume referrals, access to the Career Library and more.

Center for Disability Services
162 Union 801-581-5020
[http://disability.utah.edu/](http://disability.utah.edu/)
In order to meet the needs of students with disabilities, and to make the University campus, programs, and activities more accessible, the Center for Disability Services can provide many services to students who disclose a disability.

**Center for Ethnic Student Affairs**  
http://www.utah.edu/cesa/  
318 Union 801-581-8151  
Counseling for African American, Native American and Canadian Indian, Latin American, Pacific Island, and Asian American students who are U.S. citizens or permanent residents.

**Counseling Center**  
http://www.sa.utah.edu/counsel/  
426 SSB 801-581-6826  
The Center helps students, staff, and faculty resolve existing problems, prevent potential problems, and develop new skills that will enrich their lives. Services address personal, career, and academic learning issues. Formats include counseling, classes, and workshops.

**Marriott Library Reference Desk**  
http://www.lib.utah.edu/  
313 Marriott Library 801-581-6273  
Library staff are a readily available source of information.

**Women’s Resource Center**  
http://www.sa.utah.edu/women/  
411 Union 801-581-8030  
The Women’s Resource Center provides programs and services to non-traditional students, single parents, and women from the university and community. Services include counseling, programs and workshops. All international students are welcome.

**Religious Organizations on Campus**

Below is a list of some of the religious organizations on campus and in the Salt Lake area. This list is not comprehensive. Should none of these meet your needs, community churches/religions are listed in the Yellow Pages of the telephone directory under ‘Churches.’

- Bridges International  
  http://www.utahbridgesinternational.org
- Catholic Newman Center  
  801-359-6066
- Chi Alpha (Capital Christian Center)  
  ‘the Cleft’ 801-366-4222  
  http://www.setfree.com/
- Chinese Student Christian Fellowship  
  801-364-7822
- Islamic Society of Salt Lake City  
  801-581-0098
- Jewish Community Center  
  801-581-0098
- Jewish Student Association  
  mailto:contact@utahJSA.org
- Korean Christian Students Fellowship  
  mailto:kcsfuofu@gmail.com
- Latter-day Saints Student Association (LDSSA)  
  801-582-6506  
  http://www.utah.edu/ldssa/
- Muslim Students Association  
  mailto:msauu@yahoo.com
- Salt Company  
  801-581-1624  
  http://www.facebook.com/thesaltcompany
- Salt Lake City Chinese Christian Church  
  801-278-4723  
  http://www.slccee.org
- Salt Lake City Indian Christian Church  
  mailto:andoos1968@yahoo.com
- Utah International Friends  
  http://www.tinyurl.com/Utah-International-Friends

Note: The University of Utah does not promote any one religious group, but instead encourages mutual respect and understanding for all religions—regardless of country of origin, ethnicity, language, religious or philosophical preferences.

**Campus Facilities**

**Office of Information Technology**  
http://www.it.utah.edu/

Free email (electronic mail) accounts are available to all University members via their University Network ID (uNID). New students receive their uNID after being admitted. Your University of Utah UMail account is activated once you sign into the Campus Information System with your uNID the first time, at http://gate.acs.utah.edu. STUDENTS SHOULD CHECK UMAIL AT LEAST WEEKLY, OR FORWARD UMAIL TO THEIR PERSONAL EMAIL.

Multi-language computers are available in the O.S.H. Building in Room 112. You can visit this computer lab any time during school hours. For more information on computing services, you can visit the Campus Help Desk website at http://www.it.utah.edu/services/helpDesk/index.html or call the Campus Help Desk at 801-581-4000, option 1.

**University Recreation Facilities**
• Einar Nielsen Field House, which is a facility with a 211 meter track, free and circuit weights, cardio machines, two indoor tennis courts, seven handball/racquetball courts, three squash courts, a table tennis court, a dance studio, locker rooms/showers, and saunas and whirlpools and equipment rentals.

• The HPER recreation complex, which includes one diving and two swimming pools, eight basketball courts (four gymnasiums with 28 hoops), six racquetball courts, two weight rooms, fitness research labs, offices, and classrooms.

• Other recreational facilities on campus include a nine-hole golf course, three outdoor playing fields, 22 outdoor tennis courts, an indoor tennis stadium with eight courts, a 10-lane bowling alley, billiards and movie theater.

• The University also has an Outdoor Recreation Program which offers unique opportunities for students to enjoy an array of outdoor and wilderness resources in the nearby Wasatch mountains and throughout the state. The program serves the University by offering a rental service for premium outdoor equipment, including supplies for camping, river-running, cross-country skiing, and other activities. Outings are sponsored year-round at a variety of ability levels. For additional information, call 801-581-8516 http://web.utah.edu/campusrec/outdoor_rec/index.html

Intramural Sports Program

E-214 HPER (Health, Physical Education & Recreation) Building

Over 75 structured sports competition activities are offered to the university community. Novice, intermediate, and expert divisions are offered in individual, dual, and team sports and are programmed on a male, female, and co-recreational basis. Activities include basketball, flag football, softball, soccer, volleyball, floor hockey, chess, bowling and many other exciting activities. To sign up a team or as an individual, call 801-581-3797 http://web.utah.edu/campusrec/Intramural/index.html

Informal Program

E-214 HPER, Einar Nielsen Field House

This program provides opportunities for individuals to participate in non-structured recreation activities in two facilities. The HPER building offers basketball, badminton, volleyball, racquetball, handball, weight lifting, and swimming. The Field House has five indoor tennis courts, table tennis, four squash courts, saunas, whirlpools and a 211 meter indoor jogging track.

Outdoor Tennis Courts

The tennis courts are located by the residence halls in the northeast part of campus. You may use them whenever available—no scheduling is necessary.

University Activities

Visit the following for various university activities:

• U Utah school newspaper: http://www.utahchronicle.com

• Student Government: http://www.asuu.utah.edu/

• Campus Calendar: http://www.utah.edu/calendar/index.html

The University of Utah provides numerous activities, including a variety of sports competitions, plays, musicals, symphonies, dance recitals, lectures, forums, exhibitions, etc. For a listing of upcoming campus events, check the Daily Utah Chronicle (student newspaper) in the ‘Special Events’ column. You may also visit the office of ASUU (Associated Students of the University of Utah) in room 234 of the Union Building to get information on upcoming events.

Important Annual Activities

Other activities which you should be aware of include the University of Utah’s Homecoming—an annual week of activities for University alumni and students. It is usually held in October and includes a football game, buffet, and other celebrations.

The International Student Council sponsors International Night, an evening of international entertainment, during spring semester. Please contact the International Center in 410 Union to become involved in the planning of this important event.

The Associated Students of the University of Utah (ASUU) sponsors the annual Plazafest celebration with live musical performances, food, booths, etc. Most Plazafest activities take place in the Union Plaza (the area to the west of the Union Building) in the Fall.

Crimson Nights is a major event open to all University students hosted by the Union Programming Council (UPC). Each night is themed and admission is free with a student ID. See http://www.upc.utah.edu/ for more details.

Sports games are very important to Utah fans. Many gather together to watch the Utes win at football, basketball, and many other sports. Tickets are required for entry. For information on the sports, schedules, and tickets, go to http://utahutes.cstv.com/index-main.html# for more details.

Many international students volunteer to help with at these events.
**U of U Holidays and Vacations**

Below is a list of public holidays observed at the University of Utah:

- **November 11** Veterans’ Day Holiday
- **Last Thursday in November** Thanksgiving Day
- **December 25** Christmas Day
- **January 1** New Year’s Day
- **Third Monday in January** Martin Luther King/Human Rights Day Holiday
- **Third Monday in February** President’s Day Holiday
- **Last Monday in May** Memorial Day Holiday
- **July 4** Independence Day Holiday
- **July 24** Pioneer Day Holiday (Utah holiday)
- **First Monday in September** Labor Day Holiday

During state or federal holidays, many businesses including banks and federal and state offices are closed. Many stores are closed on Thanksgiving, Christmas and New Year’s Day. Dates for many holidays vary from year to year.

University of Utah students also enjoy the following vacation periods. (Dates vary from year to year. For this year’s vacation times, consult the academic year calendar published in the quarterly class schedule.)

- Thanksgiving Break (Thanksgiving Day and the following Friday)
- Winter Break— Christmas/Holiday Vacation Period (between Fall and Spring Semesters)*
- Spring Break (in the middle of Spring Semester)
- Summer Break (between Spring and Summer Semesters)

*Winter Break Stay-Over Residence Halls are closed during the winter break. You will need to make a reservation and pay through Housing U in order to stay in the halls.

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**SALT LAKE CITY**

**Off-Campus Housing**

http://www.offcampushousing.utah.edu

The University of Utah does not operate an off-campus housing referral service. If you are considering off-campus housing, directories such as the Off-Campus Housing Directory or the Greater Salt Lake City Apartment Journal, available free of charge at most supermarkets, may be of help.

The campus newspaper the Daily Utah Chronicle, as well as local newspapers, or real estate agents are also resources in finding off-campus housing.

Should you decide to contact a real estate agent, they are listed in the Yellow Pages in the telephone directory under ‘Real Estate.’ You may have to contact several agents before you find suitable housing. You will need to be able to provide a real estate agent with specific information, such as the monthly rent you can afford, type of housing you desire, location you are interested in, whether or not you have children or pets, or if you require furnished or unfurnished facilities. We recommend that you check newspapers for other apartment listings to get a cost comparison before you contact a real estate agent.


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**Abbreviations for Rent Advertisement**

- Apts. Apartments
- Elec. Electricity
- Heat incl., heat pd. Heat/gas is included in rent, whereas electricity is not.
- Util. incl. Electricity, gas, sewage etc. included in rent.
- 1/2 util., split util. You are expected to pay half the cost of utilities.
- 1-1/2 baths One full bathroom and a second with toilet and sink.
- A/C, air cond. Air conditioning
Furn.    Furnished, usually includes bed and chest of drawers in bedroom; living room furniture such as sofa, small end table, and lamp; dining room furniture including table and chairs, refrigerator and stove. Does not include linen, dishes, and cooking utensils.

Unfurn.  No furniture is included but (usually) stove and refrigerator.

Cpt.     Carpet

Laund. rm./laund. fac. Laundry room usually means coin-operated washing machines and dryers are available for use by entire complex.

W/d.     Washing machine and dryer, usually in apartment.

Hookups  No washing machine or dryer in apartment but fittings are available for installation by tenant.

Mw, m/w  Microwave

Disp.    Disposal, device designed to dispose of soft food waste, usually located under the kitchen sink. Must be used with lots of cold running water.

Bdrm.    Bedroom

Rm.      Room

Fireplc., frpl. Fireplace

Immed.   Available immediately

Off-street prkg. A place to park your car is provided.

Cvrd pkg. Covered parking for your car

Loc.     Location

Near U   Close to the University of Utah

WVC      West Valley City, on the west side of Salt Lake City.

Mo.      Month

Bsmt.    Basement

Adults   No children allowed

Wt. rms.  Weight and exercise room.

Types of Housing

Sleeping Room: one room with shared bathroom and, possibly, shared kitchen facilities. Some accommodations include shared or private bedrooms in an apartment or house, in which case renters also share a living and dining room and perhaps laundry facilities.

Studio Apartment: a one room apartment with an area for cooking and a private bathroom.

One, two, or three bedroom apartment or house: a kitchen, bathroom, living/dining room, and number of bedrooms as listed, sometimes including laundry. Many large apartment complexes have laundry facilities, pools, Jacuzzi, etc. that are used by all tenants.

Leases

A lease is a written agreement or contract between a landlord (house or apartment property owner) and tenant (renter) which allows the tenant to use the property for a specified period of time in exchange for a set fee (rent). The lease outlines the restrictions and responsibilities of both the tenant and landlord. Once the lease is signed, it serves as a legal document and can be used in a court of law if a dispute arises. Items included in leases are as follows:

- The amount of monthly rent, date of month when it must be paid and whether utilities (heat and electricity) are included.
- The time period for which the lease is valid (varies from a few months to a year).
- Restrictions are placed on the number of persons who may reside in the dwelling and whether the apartment can be shared by non-family members. The persons named in the lease and who sign it are permitted to live in the apartment.
- If any members of your family are due to arrive at a later date, be sure to mention this before you sign the lease to prevent any future problems. Overcrowding is prohibited for health and safety reasons.
- A security deposit and a cleaning fee are usually requested in addition to the first month’s rent when you sign. The security deposit is refunded at the end of the lease if the apartment is left clean and in good condition. Otherwise, the landlord may use the money to make the necessary repairs. Some landlords may require the last month’s rent to be included in the initial payment to protect the lease.
- Restrictions regarding pets, noise and children should be specified in the lease. Some landlords do not permit pets, children, or noise from sources such as loud parties or music or practicing musical instruments.
- Landlord/tenant responsibilities/leases state that the landlord will repair heating, plumbing, fire, or water damage caused by equipment failure and not by the tenant. Tenants must pay for the damage they themselves cause.
- A clause about subletting specify whether or not you may sublet the property to another party during the period of time covered by the lease. (Subletting is renting to someone else in your temporary absence).
- A clause about terminating the lease indicates penalties to be paid by the tenant if the lease is broken. It is important to find out, should you need to return to your country unexpectedly, whether your lease permits you to do so. Subletting is a possible solution.
- A clause about eviction proceedings outlines the rights of the landlord and the tenant if the landlord wants to force the tenant to vacate the property while the lease is still in effect.
Before you sign a renter’s agreement or contract, we recommend that you read it carefully. Be certain that your questions are answered to your satisfaction.

Upon moving in, it is a good idea to write down (and even take pictures of) all the defects in the apartment and have the landlord sign the paper so that you will not be charged for those defects when you move out.

We also recommend that you obtain a copy of The Renter’s Handbook from the Student Advocacy Office (located in the ASUU Office in the Union) and become familiar with your rights as a renter.

**Renter’s Insurance**

You may want to consider insuring your valuable possessions against fire or theft as your landlord is not responsible for such a loss. Insurance companies offer policies to cover these kinds of losses and/or damage to the apartment. Insurance companies are listed in the Yellow Pages of the telephone directory under ‘Insurance Brokers.’

**Installing Utilities**

Once you have selected a place to live, you will want to have utilities such as electricity, gas, and telephone services installed or connected.

**Telephone/Cellphone**

In order to have a telephone installed or connected you must call the local business office of Qwest Communications at 1-800-244-1111. They will arrange for a consultant to process your application, take your credit information, and inform you of the various telephone services that are available. The consultant will inform you of the installation charges (approximately $30) and monthly service charges which will vary according to the services you select. If your home or apartment does not have a telephone jack, installation charges will be extra. Service is usually available two or three days after the order is placed. You will need to purchase a telephone either from the telephone company or at selected stores. Cell phone service providers can be found in the Yellow Pages. Plans and services vary, and there are plans that do not require a Social Security number, so find a provider and a plan that best suits your needs.

**Electricity**

First time customers may call Rocky Mountain Power at 1-888-221-7070 to have electricity connected the same day. A connection fee will be included in your first month’s bill. Rocky Mountain Power will set up an account over the phone and will ask you for references and employer information.

**Gas Heating and Range**

Some apartments may have gas heating and a gas stove. You may also arrange by telephone to have the gas connected by calling Questar Gas at 801-324-5111. The consultant will require your name and address, landlord’s name, your previous address, and a personal reference and will arrange for a technician to go to your home to connect the gas. At that time he/she will need to see a picture I.D. The connection fee of $30 will appear on your first monthly bill or can be spread over three monthly bills.

**Water**

If you move into a private house you may need to call Salt Lake City Public Utilities located at 1530 South West Temple, 801-483-6705 to start your water service.

**Self-service Laundries**

If you do not have laundry facilities in your house or at your apartment complex you will need to use a self-service laundry. These are listed in the Yellow Pages under ‘Laundries-Self Service.’ Dry cleaning facilities are found in the Yellow Pages as well. These services enable you to leave your clothes and return later to pick them up and to pay for the service. Dry cleaning can be expensive, so be sure to ask for a price quote first.

**Shopping**

Shopping in Utah may be quite different from what you are familiar with. We recommend that you investigate and familiarize yourself with a variety of Utah shops, especially if you are on a limited budget. Since most prices are not government controlled, costs will vary from store to store. It is a good idea to do price comparisons if you have the time.

The University does not endorse any of the businesses listed in this handbook. They are listed here for your convenience. We recommend that you use the Yellow Pages (phone directory) or ask your friends or associates to find the services you need.

**Paying For Your Purchase**

You may pay for your purchases by cash, check, credit card, or debit card. When paying by check, you may be required to show two forms of identification. Most stores will require one picture I.D., usually a driver’s license or a state I.D. and a credit card or bank card. You can obtain a state I.D. (for a fee of $18) from the Driver’s License Division of the Utah Department of Public Safety. You may apply for a bank card at your bank. Bank staff should be happy to explain how to use checks, credit or debit cards in the U.S. It can be different from what you are used to. (Note: Most stores do not accept checks from an out-of-state bank. If you are planning to travel outside of the Salt Lake area and/or state, you will most likely need to pay with cash, credit
It is important to remember never to put your purchases in your shopping bag until you have paid for the items. Otherwise, store personnel may think that you are shoplifting (stealing).

Sales Tax
In the State of Utah, a sales tax is levied on all new articles purchased. This is not included in the price of the item which is listed or advertised. Instead, it is added at the time of purchase, and the tax fluctuates typically between 5-10% each year.

Policies Regarding Returned Merchandise
If you are dissatisfied in any way with your purchases, most stores will allow you to return your merchandise for a full refund or for an exchange. (Some stores limit the period of time from the day of purchase in which you may return or exchange merchandise.) Some stores will allow an exchange but not a refund of sale items. In all cases, stores will require that you return the merchandise in the same condition you bought it along with the tags and sales receipt.

Clothing Sizes
Until you become familiar with American shoe and clothing sizes, do not be afraid to ask sales people for assistance. Clothing and shoe sizes vary slightly from manufacturer to manufacturer, so it is a good idea to ‘try them on’ before making a purchase.

Clothing for infants is sized according to age in months, from newborn to 18 months. Children’s clothing is usually sized according to the child’s age until the age of six; however, it is not uncommon for children to wear smaller or larger sizes than their age would suggest.

Winter Clothing
Usual winter temperatures in Salt Lake City are not drastically low, but the climate may be colder than that to which you are accustomed. Snow is generally on the ground for three months out of the year. It will be necessary for you to dress warmly during the winter months.

Wearing several layers of lighter clothing is generally better than wearing fewer heavier layers. The air between the layers acts as insulation and keeps you warmer. In addition, you can remove some of the outer layers when you go indoors.

You will probably want to invest in a good winter coat and waterproof boots (with good tread/traction) to make winter in Salt Lake City more comfortable. Waterproof gloves and a warm hat will be necessary if you plan to spend time outdoors or if the weather is unusually cold. On extremely cold days, and for those interested in outdoor winter activities, you might need thermal underwear for extra protection against the cold. Such items are available at most department and sporting goods stores.

If you plan to enjoy Utah’s ski slopes, dressing properly is essential. You should dress in clothing that will keep you warm and, perhaps more importantly, keep you dry. Ski coats and ski pants can be purchased at all local sporting goods stores. Used ski clothing is also available before and during the ski season at ski-swaps on campus and throughout the Salt Lake area.

Food Stores
Supermarkets
Supermarkets usually carry all the food and household goods you will need and tend to be competitively priced. Prices will vary from store to store, so we recommend that you shop around to find the supermarket which best fits your needs. Supermarket sales and specials appear on a weekly basis in the local newspapers and in advertisements that you may receive in the mail.

Supermarkets in the University of Utah area are:

- Dan’s Foods Inc. 1360 Foothill Drive
- Smith’s Marketplace 455 South 500 East
- Smith’s 402 6th Ave.
- Sprouts Market 216 South 700 East
- Whole Foods 544 South 700 East

You can find a listing of all supermarkets and other markets under ‘Grocers—Retail’ in the Yellow Pages of the telephone directory, or at utah.citysearch.com.

Food Warehouses
Food Warehouses are supermarkets with a warehouse set-up and which offer discount prices. Some of the area warehouse markets are:

- Food 4 Less (customers bag their own groceries) 5381 South 4015 West
  500 North Redwood Rd.
- Sam’s Club (membership required, no bags provided) 3280 South 900 West
- Costco (membership required, no bags provided) 1818 South 300 West
  5300 South State St.
Convenience Stores

Convenience stores and stores attached to gas stations are located all around the city. Many are open 24 hours a day and stock small food and household items. They tend to be more expensive than supermarkets but can be quite convenient, especially at odd hours. Some of the area convenience stores are 7-Eleven, Circle K, Top Stop, and other gas stations. Look in Yellow Pages under ‘Convenience Stores’ for exact locations.

International Food

International Grocery Markets in the Salt Lake area are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>All African Grocery Store</td>
<td>1878 S Redwood Road</td>
<td>801-978-9673</td>
</tr>
<tr>
<td>African and Caribbean Supermarket</td>
<td>1132 East 3300 South</td>
<td>801-484-6712</td>
</tr>
<tr>
<td>African Market</td>
<td>25 Kensington Ave</td>
<td></td>
</tr>
<tr>
<td>Asian Market</td>
<td>4161 South Redwood Road</td>
<td>801-281-1818</td>
</tr>
<tr>
<td>British Pantry</td>
<td>652 South West Temple</td>
<td>801-532-6802</td>
</tr>
<tr>
<td>Campos Market (Mexican)</td>
<td>775 South 900 West</td>
<td></td>
</tr>
<tr>
<td>Caputo’s Market and Deli (Italian)</td>
<td>308 West 300 South</td>
<td>801-531-8669</td>
</tr>
<tr>
<td>Chinatown Market</td>
<td>1496 Major St</td>
<td>801-483-2898</td>
</tr>
<tr>
<td>Eastern Groceries (Middle East)</td>
<td>1616 W 3500 S (West Valley City)</td>
<td>801-486-5643</td>
</tr>
<tr>
<td>Granato’s Deli (Italian)</td>
<td>1391 South 300 West</td>
<td>801-277-7700</td>
</tr>
<tr>
<td>Greek Market and Deli</td>
<td>3205 South State Street</td>
<td>801-485-9365</td>
</tr>
<tr>
<td>Halal Market</td>
<td>2850 S. Redwood Rd. #A12</td>
<td>801-952-0786</td>
</tr>
<tr>
<td>India Unlimited</td>
<td>1615 South Foothill Drive</td>
<td>801-583-3300</td>
</tr>
<tr>
<td>Japan Sage Market</td>
<td>1515 South Main Street</td>
<td>801-484-4122</td>
</tr>
<tr>
<td>Liberty Heights (Fresh)</td>
<td>1290 South 1100 East</td>
<td>801-583-7374</td>
</tr>
<tr>
<td>Little Saigon</td>
<td>1850 West 3500 South</td>
<td>801-975-7244</td>
</tr>
<tr>
<td>London Market</td>
<td>563 South 700 East</td>
<td>801-531-7074</td>
</tr>
<tr>
<td>Mediterranean Market and Deli</td>
<td>3942 South State Street</td>
<td>801-266-2011</td>
</tr>
<tr>
<td>Oriental Food Market</td>
<td>667 South 700 East</td>
<td>801-363-2122</td>
</tr>
<tr>
<td>Quick Food Mart (Indian/Pakistani)</td>
<td>89 North ‘D’ Street</td>
<td>801-531-1652</td>
</tr>
<tr>
<td>Rico Mexican Market</td>
<td>779 South 500 East</td>
<td>801-533-9923</td>
</tr>
<tr>
<td>Shahrazad Market and Restaurant</td>
<td>1615 West 2100 South</td>
<td>801-975-9977</td>
</tr>
<tr>
<td>Shop ’n Go (Indian food)</td>
<td>365 South 900 East</td>
<td>801-355-1963</td>
</tr>
<tr>
<td>Siegfried’s Delicatessen</td>
<td>200 South 20 West</td>
<td>801-355-3891</td>
</tr>
<tr>
<td>South Pacific Market</td>
<td>805 South 900 West</td>
<td>801-363-2757</td>
</tr>
<tr>
<td>Super China Market (All Asian)</td>
<td>115 West 9000 South</td>
<td>801-255-1118</td>
</tr>
<tr>
<td>Vinh Long Oriental Food Market</td>
<td>50 East 7800 South (Midvale)</td>
<td>801-561-4380</td>
</tr>
<tr>
<td>Vosen’s Bread Paradise (German)</td>
<td>249 West 200 South</td>
<td>801-322-2424</td>
</tr>
</tbody>
</table>

Pharmacies

Most supermarkets have pharmacies that can fill prescriptions for medication while you wait. Other stores which have pharmacies are RiteAid and ShopKo. Pharmacies in the area are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Pharmacy</td>
<td>1320 East 200 South</td>
</tr>
<tr>
<td>Broadway Pharmacy</td>
<td>242 East 300 South</td>
</tr>
<tr>
<td>Walgreen’s Pharmacy</td>
<td>531 East 400 South</td>
</tr>
<tr>
<td>Walgreen’s Pharmacy</td>
<td>909 East 2100 South (this location is open 24 hours)</td>
</tr>
</tbody>
</table>

Discount Stores

There are also a number of discount stores which sell a variety of items at what is claimed to be discount prices. Many of these stores have items comparable to mall stores but at lower prices. However, it is not always the case, so it is always best to compare prices. Some of these stores you might want to visit are:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wal-Mart (by Ballpark TRAX)</td>
<td>1300 South 300 West</td>
</tr>
<tr>
<td>Target (by Ballpark TRAX)</td>
<td>1110 South 300 West</td>
</tr>
<tr>
<td>Big!Lots</td>
<td>656 East 200 South</td>
</tr>
<tr>
<td>Payless Shoes</td>
<td>973 West North Temple</td>
</tr>
</tbody>
</table>
Thrift Stores
If you are on a limited budget and/or wish to reduce the amount of waste, you may want to check the thrift stores for used furniture and other household items. Buying second-hand items is quite acceptable in American culture.

Some area thrift stores are:

- Army Navy Surplus
  - 4974 South Redwood Road

- Consignment Company
  - 704 9th Avenue

- Deseret Industries (DI)
  - 131 East 700 South
  - 2234 S. Highland Dr. (Sugarhouse)

- Grunts & Postures
  - 779 East 300 South

- Salvation Army
  - 252 South 500 East
  - 1232 South State Street

Department Stores
A number of department stores which feature a variety of clothing, furnishings, banks, cosmetics, household items, and other general merchandise are found throughout the Salt Lake Valley. The quality and cost of merchandise varies. Some of these stores include:

- Dillard’s
  - Fashion Place Mall, 6191 South State St. [www.dillards.com](http://www.dillards.com)

- Gateway Mall
  - 400 West 200 South [www.shopthegateway.com](http://www.shopthegateway.com)

- J.C. Penney
  - South Towne Center, 10450 South State St., Sandy
  - Valley Fair Mall, 3601 South 2700 West [www.jcpenney.com](http://www.jcpenney.com)

- Nordstrom
  - Fashion Place Mall, 6191 S. State St. [www.shop.nordstrom.com](http://www.shop.nordstrom.com)
  - South Towne Commons, 10379 South State St.

- Nordstrom Rack (Nordstrom merchandise at discounted price)
  - Sugarhouse Center, 2236 South 1300 East [www.shop.nordstrom.com/c/nordstrom-rack](http://www.shop.nordstrom.com/c/nordstrom-rack)

- Sears
  - 754 South State Street [www.sears.com](http://www.sears.com)

- Tanger Outlets
  - 6699 North Landmark Dr. Park City, Utah [http://www.tangeroutlet.com/parkcity](http://www.tangeroutlet.com/parkcity)

Banking
The United States has a very extensive and efficient banking system, and all of the standard banking services are available in Salt Lake City. Banks may be local, citywide, statewide, or national and international. Credit unions (owned by members and typically have lower fees) usually have fewer branch offices than banks. Each bank or credit union has a variety of savings or checking accounts. You may make payments with cash, credit or debit card, or check. If you pay by check, you may be required to show two forms of identification. (Usually one is a check guarantee card or a credit card, and the other is a picture ID—generally a driver’s license.)

The U.S. Monetary System
The monetary system consists of paper and coin currency. Coins and their equivalent dollar values are as follows:

<table>
<thead>
<tr>
<th>Coin &amp; Names</th>
<th>Dollar Value</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 cent (penny)</td>
<td>.01</td>
<td>copper</td>
</tr>
<tr>
<td>5 cents (nickel)</td>
<td>.05</td>
<td>silver</td>
</tr>
<tr>
<td>10 cents (dime)</td>
<td>.10</td>
<td>silver</td>
</tr>
<tr>
<td>25 cents (quarter)</td>
<td>.25</td>
<td>silver</td>
</tr>
<tr>
<td>50 cents (half dollar) (rare)</td>
<td>.50</td>
<td>silver</td>
</tr>
<tr>
<td>gold dollar</td>
<td>1.00</td>
<td>gold</td>
</tr>
</tbody>
</table>
Paper currency denominations that are commonly in circulation are $1, $5, $10, $20, $50, and $100 dollar bills. ($2 bills are in circulation, but they are rare.) Some stores will not accept bills larger than $50 for security reasons. Unlike most nations’ currencies (which have different colored bills for different denominations) U.S. paper currency is all green, although some of the newer large bills have color added. Therefore, we recommend that you take extra care to check the denomination of the currency. The value of the bill is clearly marked on the bottom of both sides and on its four corners.

Opening an Account

Each bank/credit union will have an employee who can explain the different types of accounts that are available and will answer any questions you might have. We recommend that you make sure the financial institution and account you select are federally insured against bank failure. (Insured banks display ‘FDIC’—Federal Deposit Insurance Corporation—guarantees at windows and at counters.)

Some banks/credit unions require a Social Security Number to open a checking account, but there are banks that do not require this, particularly close to campus. The University Credit Union, Wells Fargo, and Chase are three options you may try. so you will need to ask about this.

All banks/credit unions charge expensive penalties for checks that ‘bounce’ (checks written for more money than you have in your account). Most business establishments will also charge you a penalty fee if the check you write to them is not paid due to a lack of funds in your account. Penalties can be $15-$20 or more per bounced check.

Here are some helpful websites on banking and money management:

http://www.diversityabroad.com/study-abroad-banking

Automated Teller Machines (ATMs)

A step by step guide on how to use ATM machines.
A video guide on how to use AMT machines.

http://www.wikihow.com/Use-an-ATM
http://www.youtube.com/watch?v=jGd7s9wsScA

Obtaining Credit

Securing credit or obtaining a loan in the United States can be difficult for foreign nationals without a Social Security Number. If you bring an international credit card, most banks will advance you credit according to your credit limit. If you apply for a loan or a credit card, the bank will run a credit check on you. Most banks will want to know your salary, your employer, your Social Security Number, your financial commitments, the length of time you have been working, and how long you have been in the U.S. Many banks require a minimum length of employment or length of time in the U.S. As each bank operates on different criteria, you will need to investigate credit procedures with several establishments.

Foreign Currency Exchange

When you open your bank account, you may want to inquire whether or not your bank issues foreign currency. Most banks will issue travelers checks for a fee, but only trading banks will issue foreign currency. Such banks will also be able to inform you of the current exchange rate. Zions Bank, Wells Fargo, and US Bank will be able to order foreign currency to exchange for you, but you will likely need to go to a downtown bank for immediate exchange.

Area Banks

The International Center does not endorse any particular bank. For a complete listing of area banks refer to the Yellow Pages. www.yellowpages.com

These are some of the banks in the University of Utah area;
Key Bank of Utah 290 South 1300 East 801-583-4235
www.key.com
Tax Preparation Resource
You have to file your taxes by the 15th of April every year. There is usually assistance available at the University. You will receive an email in your UMail account every February regarding how to utilize this tax preparation resource.

For tax treaty information:
University of Utah Tax Services 201 Presidents Circle Rm 411

For future questions on taxes, visit: http://www.ic.utah.edu/students/current/taxes.htm

Social Security Number:
A social security number serves primarily to report your wages or earning to the government for tax purposes. See http://www.ic.utah.edu/students/current/ssn.htm for more information.

Mailing and Postal/Shipping Service
Addressing correspondence or shipping items

Each country has a different method of listing addresses. In the USA, the following format is followed:

Recipient name  Mr. John Doe
Street address  1234 South State Street
City, State, Zip code  Salt Lake City, UT 84102


Change-of-address cards: The post office can also provide you, free of charge, with packets of change-of-address cards that you can send to others to let them know of your change of address. You must file a change of address in writing (email or in person) with the International Center every time you move.

Hold Mail: If you plan to go out of town for an extended period of time, you may arrange to have your local post office hold your mail by filling out a hold-mail form. If you will be away for more than thirty days, you must arrange for someone to pick up your mail at least once a month.

Local Transportation Services
Your Guide to Riding UTA

BUS

Call and tell us where you want to go and we’ll tell you what bus and TRAX trains to take. 801-743-3882 or 1-888-743-3882

Pay when you get on the bus. Your UCard counts as your payment. Make sure you have it with you.

If you pay cash, ask for a “transfer ticket” and you can switch buses or ride TRAX for up to two hours on the same ticket.

Sit back. Relax. Enjoy the ride. When you want to get off, pull the cord above the window to signal your driver.

TRAX and FRONTRUNNER
(train from SLC to Ogden)

Purchase your ticket before you get on the train. Your UCard counts as your ticket. Make sure you have it with you.

Stand behind the yellow line until your train stops. Watch your step getting on.

If asked, show your ticket, monthly pass or UCard to a UTA officer. Failure to have one could mean a substantial fine.

Sit back. Relax. Enjoy the ride. Push the button by the stairway to open the door at your stop.

If you have any questions, talk to one of our operators at 1-888-743-3882, or try our new on-line trip planner at www.rideuta.com. We look forward to having you on board!

RIDING TIPS TO REMEMBER

- Purchase fares in advance, or make sure you have your UCard. Fines are imposed if you cannot provide a ticket or pass.
- You do not need a ticket for the bus or TRAX if you ride within the Free Ride Zone in downtown Salt Lake City.
- No food, drink, smoking, combustibles or loud music are allowed on the bus or TRAX. Pets are allowed only if they are caged. Service animals are always welcome.
- Yield designated seats to the elderly and to riders with disabilities.
- Bikes are allowed on TRAX and FRONTRUNNER. Buses are equipped with bike racks.
- Obey all instructions given by UTA operators, fare inspectors and public safety officers.

For directions on how to load and unload bicycles onto TRAX, FRONTRUNNER, and UTA busses go to the link below.

Utah Transit Authority (UTA)
http://www.rideuta.com
801-RIDE-UTA (801-743-3882)
UTA Passes
To obtain this pass, you must be registered for classes. Your UCard now functions as your TRAX, FRONTRUNNER, and UTA pass. You can obtain a UCard at the UCard office on the second floor of the Union Building, room 225.

Taxi Services
Taxis are available 24 hours a day. A list of taxi companies that serve the Salt Lake area can be found in the Yellow Pages of the phone directory. Selected taxi companies include:

- City Cab Company     (801) 363-5550
- Ute Cab Company     (801) 359-7788
- Yellow Cab Company   (801) 521-2100

Taxi fares are metered and based on the distance traveled. It is customary to tip the driver 10-15% of the total fare. If you want to be picked up at a certain address, you should call at least thirty minutes before you are ready to leave (earlier during severe winter weather).

Shuttle to Airport
Express Shuttle    (800) 397-0773
http://www.expressshuttleutah.com

If you are coming from/going to the airport from the University student housing, mention you are an international student at the University of Utah and they might give you a discounted rate.

Long Distance Travel

Bus Services
Greyhound Bus Lines  600 West 300 South  801-355-9579
http://www.greyhound.com     1-800-231-2222

Greyhound Bus Lines provides long distance bus service to all points in the United States and Canada. Traveling by bus allows you to see the countryside, but travel time can be considerable. Given the fluctuating cost of air fares in and out of Salt Lake, it is wise to compare the cost of bus and airline travel to your particular destination. For more information, contact Greyhound Bus Lines.

Air Travel
The Salt Lake International Airport, located eight miles west of the university, serves most U.S. cities. It is a ‘hub’ for Delta Airlines and Southwest Airlines, which means that both airlines operate a large number of flights out of Salt Lake City.

Air tickets can be purchased directly from the airlines or from a local authorized travel agent. It is advisable to compare prices before making your decision. It is also important to be aware of the limitations placed on the ticket you purchase, whether it is refundable if you cancel, whether you can change your travel plans without penalty, or other limitations.

Here are some websites that facilitate ticket comparison:
- www.expedia.com
- www.orbitz.com
- www.priceline.com
- www.travelocity.com

Train Travel
http://www.amtrak.com
Amtrak    1-800-872-7245 or 801-322-3510

PLEASE NOTE: If you leave the United States for a short period of time with the intention of returning to school, you must make sure that you have the necessary reentry documents. If in doubt, visit the International Center in Room 410 Union, or call us at 801-581-8876, we would be happy to answer your questions.

Car Ownership

Purchasing a Car
Given the limitations of public transportation in Salt Lake City, the purchase of a car can be a worthwhile investment. However, a car also requires a significant financial commitment. Therefore, it is very important that you exercise great care when making your purchase of a new or used car.

We strongly advise that you have a car inspected by a qualified mechanic not affiliated with the dealership before buying it,
and that you purchase a car with a warranty.

- **Carfax**: This is a website dedicated to providing you with information on specific cars. The information system on a website can help you determine if the car has suffered any damage, abuse, etc.

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

When actually purchasing the car, you should be aware that car sales people can be extremely aggressive. If the salesperson’s approach makes you feel uncomfortable, you should not hesitate to simply express your lack of interest and walk away. Bringing a friend along can be very helpful in this kind of situation.

Finally, since there are many used car dealerships in the Salt Lake area, it is wise to note price comparisons before making a decision whether to buy a car at a particular dealership. Also, remember that the sticker (or marked) price of a car is not final. Bargaining with a salesperson about a car’s sticker price might save you money.

- **KellyBlueBook**: This is a well respected website dedicated to providing the fair prices for new and used cars.

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

**Insurance**

Utah law requires that all cars registered in the State of Utah be insured. You should check the yellow pages for automobile insurance companies and compare the rates offered.

It will be necessary to purchase liability insurance, which covers any damage or injuries caused through your negligence to another person or another person’s property. You are also required to buy ‘no fault’ insurance, which provides coverage to you and others without having to determine ‘fault’ in an accident. However, it is also advisable that you purchase collision insurance, which covers damage to your car. We recommend minimum coverage of $100,000 per person.

Auto insurance is meant to protect you against catastrophic losses, such as a major accident or the theft of your car. Many drivers are exposed to large financial risk by not buying any insurance or buying just minimal car-coverage. It is against the law to drive without insurance. Below are some basic definitions to help you determine what kind of coverage you will need for your vehicle.

**Bodily Injury Liability Coverage**: Pays for another person’s bodily injury or death in an accident that you may be found legally liable to pay.

**Property Damage Liability**: Pays for damage to another person’s car or property such as fences, buildings, utility poles, signs, and trees.

**Collision Coverage**: Pays for damage to your vehicle when it collides with another vehicle or object or if it overturns. Your lender may require this coverage if you have a loan on your vehicle.

**Uninsured and Underinsured Motorist Coverage**: Covers medical bills, rehabilitation and funeral costs as well as losses for pain and suffering incurred by you or other passengers when an accident is caused by hit-and-run driver or a driver with little or no insurance.

**Comprehensive coverage**: Coverage that pays for damage to or the loss of your vehicle from causes other than collision (example: hail, vandalism, flood tire and theft, etc.) Lender may require this coverage if you have a loan on your vehicle.

**Medical Payment**: Coverage that pays for limited medical expenses if you, a member of your family or a passenger in your car is hurt in a car accident. For more information, you can contact a local insurance agent. Agents can be found in the Yellow Pages under Automobile insurance. Information can also be found on the Internet.

**Registration**

Every car on the road must be registered. In the Salt Lake City area, the Division of Motor Vehicles (DMV) has two locations where you can register your car, the Salt Lake office at 1095 Motor Avenue, or the Murray office at 4050 South 500 West. The DMV’s customer service phone number is 801-297-7780.

You will need the following in order to register your car:

1. Most recent registration (if you previously owned the car)
2. Title (ownership certificate)
3. Safety and emissions inspection certificate
4. Property tax clearance
5. Application for registration/title (first-time applicant only)

For more detailed information about these requirements, consult the Utah Driver’s Handbook, which can be obtained from the DMV at the addresses listed above.

[http://www.youtube.com/watch?v=SWnB64m6Xh0](http://www.youtube.com/watch?v=SWnB64m6Xh0) Here is a video explaining how to register your car.

**Safety and Emissions Tests**

Many automobile repair shops and quick oil change shops are equipped to conduct safety and emissions tests on your car.
The certificate you receive if your car passes must be presented to the DMV at the time of registration. The Safety test evaluates the mechanical and structural condition of your car while the Emissions Test, in compliance with the Utah Clean Air Act, tests the content of your car’s exhaust emissions. The cost of these tests varies widely, so you might wish to compare prices at a few service stations. Please note that it will be necessary to bring proof of insurance with you when you take your car in for these tests.

Obtaining a Driver’s License
http://driverlicense.utah.gov/
For more detailed information, please ask for the Driver’s License Brochure at the International Center.

In order for you to drive in the state of Utah, you must have a valid driver’s license. The state requires that you obtain a license if you intend to remain in Utah longer than six months, regardless of the expiration date on your international license. You should note that a driver’s license can also be very useful as a means of identification, especially when writing and cashing checks.

Before taking the tests required to obtain a driver’s license, you will first need to carefully study the Utah Driver’s Handbook, which contains all of the information you will need to pass the written portion of your test.

You will need to pass a written exam, an eye exam, and a road test in order to successfully obtain a license. For the road test, you need to bring your own vehicle, which must be properly registered and comply with vehicle safety laws. The cost of obtaining a license (Summer 2007) is $25.00 if you are over 21, and $30.00 if you are under 21.

Driver’s License offices are open 8:00 a.m. to 5:00 p.m., Monday through Friday. Since these offices tend to be very busy, we recommend that you go as early as possible in the day. When you are comfortable with your level of knowledge about Utah/U.S. driving rules and regulations, you will need to go to the nearest Driver’s License Office to take your test.

*PLEASE NOTE!!!
1. You need a Social Security Number in order to get a driver’s license
2. To get a Social Security Number, you need to show a letter of employment.
3. If you are not working or do not intend to work, you can get a driving privilege card instead. This is the same as a driver’s license, but is only valid as long as your visa is valid. Visit http://driverlicense.utah.gov/ to find out more about this new regulation and what it means to you.

If you have never driven before, you must first complete a driver’s training course through any certified driving school. Check the Yellow Pages for a list of these schools.

News Media Resources
Newspapers, magazines, television and radio provide information about current events in the community and in the world. Several types of news media sources are available in Salt Lake City.

Newspapers
http://www.utahchronicle.com  University of Utah Student News
http://www.sltrib.com Local News
http://www.deseretnews.com/dn/ Local News
http://www.usatoday.com National News

Community Services
Salt Lake City
The Salt Lake community provides a number of volunteer and community services to meet the needs of its residents. Some of these services are available free of charge. Others are available for a fee charged according to the income of the individual requesting the service. At the time you first inquire about the services, it is a good idea to ask about the cost. These are some of the community service and volunteer organizations in Salt Lake City:

Information and Referral Center  www.informationandreferral.org/
Information on social services and community organizations.

Children’s Center  www.tccslc.org/
Family and individual counseling involving children with emotional or behavioral problems.

Family Counseling Center  www.familycounselingcenterutah.com/
Outpatient counseling of all types, including individual, couple, and family.

Family Support Center  www.familysupportcenter.org/
Counseling and parenting classes, crisis child care, and services for helping abused children.

Rape Crisis Center  801-467-7273 (24 hour crisis line)
www.raperecoverycenter.org/

Advocates for victims of sexual assault. Offers crisis intervention services and educates the community about the cause, impact, and prevention of sexual assault.

Valley Mental Health 801-483-5444 (24 hour emergency) www.raperecoverycenter.org/

Individual and family counseling, child and adolescent services, alcoholism treatment, and counseling for victims of violent crimes.

YMCA (Young Men’s Christian Association) www.ymcasaltlake.org/

Recreational services and facilities; counseling for men. (Membership required.)

YWCA (Young Women’s Christian Association) www.ywca.com/

Recreational facilities and services; counseling for women. (Membership required.)

Day Care Centers
Since many mothers and fathers work outside the home, there are day care centers available for children who are too young to attend school. These centers may be used on a daily, weekly, or monthly basis.

The university does offer on-campus child-care services. Since there is a great demand for these services, it is recommended that you contact these child-care providers early (you may need to add your name to a waiting list).

Visit: http://www.childcare.utah.edu/

Legal Responsibilities
As an international person living in the United States, you are subject to federal and state laws and have important legal responsibilities. Neglecting these laws on your part may result in incarceration or deportation.

Signing Contracts
Signed contracts can legally bind you to fulfill the obligations of the contract. At no time should you sign any papers until you completely understand every word. If you have any questions about contracts, including those for time payments or budget purchase plans, or bills of sale, contact the Student Advocacy Office, 234 Olpin Union, 801-581-8613.

Credit Cards
Although credit cards and charge accounts offered by stores, oil companies, and banks are convenient, you should pay for your credit purchases before the billing due date to avoid paying the high interest or penalty fees. If you lose any of your cards, you should notify the issuing firm immediately so that you are not liable for misuse of the card by someone else.

Credit card companies and banks charge different rates of interest and yearly credit card fees. It is in your best interest to shop around for the lowest interest rate and fees.

Federal Income Tax
Everyone needs to file a federal income tax form whether you earned any income or not. Those who earned income need to file their forms by April 15. Those who earned no income have until June 15 to file. Forms may be obtained from Marriott Library, post offices and the Internal Revenue Service at 465 South 400 East. Volunteers trained by the Internal Revenue Service offer free help in filling out forms. They are usually available several times a week from February to April 15. The times they will be available to help will be posted in 410 Union Building.

Utah State Income Tax
You may be subject to Utah State Income Tax. For information regarding your State Income Tax obligations, contact the Utah State Tax Commission, 210 North 1950 West. Their phone number is 801-297-2200. To order forms, you may call 297-6700.

Utah Cigarette and Liquor Laws
Utah state law prohibits the sale of cigarettes and tobacco products to persons under the age of 19. Smoking is prohibited in all buildings open to the public (including those on campus) and on all forms of public transportation. Smoking is permitted in designated areas of the airport and in private clubs. Because Americans are becoming increasingly health conscious, you may encounter similar smoking restrictions in other states.

The sale of alcohol to people under 21 years old is prohibited, and you may be required to show some form of identification (usually a driver’s license or passport) to verify your age when purchasing liquor. It is illegal to carry an unsealed container of alcohol in the passenger compartment of your car, and driving while under the influence of alcohol is prohibited. (Consult the Utah Driver’s Handbook for specific regulations.) Driving while drunk carries stiff penalties throughout the United States.

Liquor may be purchased at state liquor stores throughout Salt Lake City (closed Sundays and holidays). Wine is also available at liquor stores, or you can find a larger selection of wines from around the world at ‘State Liquor Stores.’ Beer
containing 3.2% alcohol may be purchased in grocery and convenience stores seven days a week.

Alcoholic beverages may be served with your meal in restaurants and hotels with a liquor license. (Ask your server for the liquor menu and/or wine list.) Lounges and taverns, including the increasingly popular brew-pubs (microbreweries), sell beer but not other alcoholic drinks. Non-exclusive private clubs serve beer, wine, and mixed drinks. Some clubs are private, so you will need to buy a membership or pay a small fee.

*Laws regarding the sale of liquor are subject to change.

Entertainment in Salt Lake City

Cultural Activities

Salt Lake City provides a rich and wide variety of cultural activities for a city of its size. Below are some cultural activities available in the Salt Lake area.

Art Tix Capitol Theatre 50 W. 200S. 801-355-2787 www.arttix.org/
Sells tickets for many different events and activities

Ballet West 50 West 200 South 801-355-2787 www.balletwest.org/
The Mountain West’s highly regarded ballet company

Desert Star Playhouse 4861 So. State St. 801-266-7600 www.desertstar.biz/
Musical comedy melodrama

Hale Center Theater 3333 South Decker Lake Drive 801-984-9000 www.halecentretheatre.org/
Live comedies and musicals

Off-Broadway Theater 272 South Main St. 801-355-4628 www.theobt.org/
Live comedy

Pioneer Theatre Company 300 South 1400 East 801-581-6961 www.pioneertheatre.org/
Classic & modern plays and musicals

Repertory Dance Theater (RDT) 134 W. Broadway (300 S.) 801-534-1000 www.rdtutah.org/
Modern dance

Ririe-Woodbury Dance Company 138 Broadway 801-323-6801 www.ririewoodbury.com/
Modern dance

Salt Lake Acting Co. 168 West 500 North 801-363-7522 www.saltlakeactingcompany.org/
Contemporary plays

Utah Symphony Orchestra 123 West South Temple 801-533-6683 www.utahsymphony.org/

Other popular cultural attractions are:

Utah Arts Festival: Held every June. Features outdoor performances, artists’ booths and art exhibits, ethnic foods, etc.

Living Traditions Festival: Held every May. This festival celebrates the region’s folk and ethnic arts.

Mormon Tabernacle Choir 1-800-537-9703 (general information)
http://www.lds.org

The world-famous Mormon Tabernacle Choir’s free weekly broadcasts are Sunday mornings at 9:30 a.m. (audience must be seated by 9:15 am), and Thursday night rehearsals are at 8-9:30 p.m. in the Tabernacle on Temple Square. These are free and open to the public.

Temple Square 1-800-240-4872 (general information)

Salt Lake City’s most visited site is historic Temple Square, located in the heart of downtown. This square includes the LDS Temple, Tabernacle, Assembly Hall, and Visitor Centers. The LDS Church History Museum is located across the street.

Art Museums

Salt Lake Art Center (20 S. West Temple) 801-328-4201
Utah Museum of Fine Art (Located on U of U campus) 801-581-7332
http://www.utah.edu/umfa/
Libraries
Salt Lake City Public Library System (all Libraries) 801-524-8200
http://www.slcpl.lib.ut.us/

Salt Lake City Public Libraries lend books, video tapes, films, records, compact disks, music manuscripts, etc. Library cards can be obtained at the circulation desks. Each city and community in Utah also has a public library. Just show proof you live in Salt Lake City limits. (Salt Lake County library cards are available through www.slco.lib.us.us)

Main Library 210 East 400 South
Anderson/Foothill Library 1135 South 2100 East
Chapman Library 577 South 900 West
Sprague Library 2131 South Highland Dr.

Family History Library 801-240-2331

The Church of Jesus Christ of Latter-day Saints (LDS Church) Family History Library is located at 35 North West Temple. This library contains over two million microfiche records of genealogical information from all over the world.

Area Movie Theaters (Cinemas)
The Salt Lake Area has numerous movie theaters, many of which are listed below.

Broadway Center 300 South State Street 801-359-2112
Cinemark Movies 10 Sugarhouse, 2100 S. 1300 E. 801-466-3797
(Movies are about $1.50)
Megaplex12 Gateway 801-304-4636
165 S Rio Grande Street
Tower Theater 876 East 900 South 801-321-0310
Brewvies* 677 S. 200 W. 801-355-5500

Note: Salt Lake’s Tower Theater frequently shows independent and foreign films. Its foreign language video collection is also extensive.

*Brewvies serves food and alcoholic drinks so you must be 21 years old and have the appropriate identification or you will not be allowed in.

Get on the “ISC LIST” to hear about our weekly events.
They list all activities on campus and in the community for international students and scholars.
To sign up: http://www.utah.edu/isc/

THE STATE OF UTAH

Recreational Opportunities in Utah


Utah—The greatest snow on earth! Salt Lake City was the site for the 2002 Winter Olympics. Utah’s ski areas are easily accessible from Salt Lake City, and the ski season usually lasts from mid-November to mid-April. Depending on the snow conditions, Snowbird ski resort often remains open for summer skiing, sometimes through the beginning of July. The following is a list of local ski resorts (Note: Ski resort prices and information change each year – call or check their websites for the latest updates:

http://www.utah.com/ski/resorts/
For most ski areas, half-day tickets are available at a lower price than the full day tickets. Cross-country (Nordic) skiing and snowmobiling are available in areas adjacent to most ski resorts. For more information, consult the Utah Travel Guide, which is available from the Utah Travel Council, phone 801-200-1160.

Discount tickets for various ski areas are available at the front desk in the Union Building (801-581-5888) and in the lobby of the University of Utah Medical Center (801-581-2100).

Utah National Parks
http://www.nps.gov/

Utah is home to five of America’s most beautiful national parks (only the state of Alaska has more parks). In addition, Salt Lake City is centrally located; most neighboring parks in Wyoming, Arizona and California are within a day’s drive. Below is more detailed information on each of Utah’s national parks as well as information on related recreational opportunities.

There is an entry fee for National Parks. They may be purchased for a few days or for a year. A Park pass may also be borrowed for one week through the Salt Lake City Public Library.

http://www.utah.com/nationalparks/
Utah National Monuments

http://www.utah.com/nationalsites/

Utah State Parks

www.utah.com/stateparks/

Utah also has a large number of state, county and city parks and recreation areas. Check with the Salt Lake Visitor Center for more information.

The United States of America

American Social Customs

Although Americans tend to be casual in their interactions with each another, it is always appropriate to practice good manners. These are some of the more common American social customs with which you should be familiar.
Greeting

When people are introduced, they commonly shake hands firmly. After the initial introductory handshake, Americans do not usually shake hands in consecutive meetings. Normally, a verbal greeting will suffice. Hugs are usually acceptable among close friends of either sex.

Forms of Address

First names are used more commonly in the U.S. than in most other countries. If you are introduced to someone by his/her first name, then it is acceptable to address that person by first name. For example, neighbors will probably expect you to address them by their first names. Unless a person invites you to address her/him by first name, assume she/he prefers to be addressed more formally. This is especially important if you are unsure, or if the individual holds a high position.

In dealing with your instructors at the university, you should address them by their title, such as Doctor or Professor, unless they invite you to call them by another title or name. Children should address adults as Mr., Ms., Mrs. or Miss. ‘Mr.’ (‘Mister’) is the title used when addressing men. The term ‘Ms.’ (pronounced ‘mizz’) is widely used today for professional women. The term ‘Mrs.’ (‘Misses’) refers to married women, while ‘Miss’ usually refers to a young or unmarried woman. Mrs. and Miss are less commonly used today than in the past. It is best to use Ms. unless a woman indicates she prefers another title.

Conversation

Interrupting: During a conversation, do not interrupt while the other person is talking. Americans are usually very sensitive to being interrupted, and may be offended if this occurs repeatedly. If a conversation is taking place between individuals with whom you would like to speak, it is polite to patiently wait until you are acknowledged.

Eye contact: While talking to an American, maintain eye contact. However, do not stare. Avoiding eye contact (which is considered polite in many cultures) is perceived by Americans as a sign of being untrustworthy. It also tends to make Americans feel uncomfortable.

Proximity: When talking to an American, try to maintain a distance of about 2-3 feet (60-85 cm.) between yourself and the person with whom you are talking. Standing too close makes Americans uncomfortable, just as standing too far apart does. In almost all situations, you will notice the distance at which the person feels most comfortable interacting with you. He or she will move closer or farther away depending on the situation and level of acquaintance.

Touching: Generally, Americans do not feel comfortable touching each other during a conversation. You should generally avoid touching people other than your immediate family and very close friends. In public, showing affection is considered acceptable within limits. For example, holding hands and hugging are generally acceptable, whereas, romantic kissing may not be appropriate in certain circumstances.

Note: The issue of ‘sexual harassment’ is an important one to Americans. Make sure that when you touch someone it is done in a manner considered appropriate, or you may be violating rules that protect against sexual harassment. Sexual harassment is a violation of university policy.

What is sexual harassment? Unwelcome sexual advances, requests for sexual favors or other sexually demeaning verbal or physical conduct may constitute sexual harassment. If you have questions or concerns about sexual harassment, or if you believe you have been a victim of sexual harassment and would like to talk to someone confidentially, please contact the Office of Equal Opportunity and Affirmative Action, 135 Park Bldg., 801-581-2169.

Informal Social Visits

Americans tend to enjoy casual visits, but it is always polite to call someone before you intend to visit her/him. If you are visiting a married couple or a family, it is generally more polite to do so when both husband and wife are at home.

Accepting Invitations

Informal Invitations: Invitations to small, informal gatherings are often made over the telephone or in the course of a conversation. It is wise to verify the time of the gathering by telephone on the day before the scheduled meeting time.

Formal Invitations: If you receive a written invitation and it requests a reply (R.S.V.P.), you should do so by the date requested or no later than one week before the event. If you will be unable to attend, be sure to notify the host or hostess.

For both formal and informal occasions, plan to arrive no earlier than 5 minutes before or no later than 15 minutes after the time indicated. If you are invited for dinner, it is polite to bring your host or hostess a small box of candy, flowers, or possibly a bottle of wine. If you wish to bring a bottle of wine, first find out whether your hosts drink alcoholic beverages.

You may also want to ask the host or hostess what would be considered appropriate attire (type of clothing) for the occasion. If you are attending a formal dinner and are unsure of the appropriate table manners, observe the manners of your host(s) and other guests.

If you are invited to go out to dinner, your host will most likely pay for the dinner. However, you should carry enough money with you to pay for your own dinner, just in case there has been some sort of misunderstanding about who is going to pay. If you know in advance that your host will pay for the dinner, you should ask what he/she is having and order something of comparable cost.
Time

Most Americans are very time-conscious. Punctuality (being on time) is considered a necessary trait in business, at the University, and in society in general. If you think that you are going to be unavoidably late for an appointment or an engagement, be sure to take a few minutes to call and inform the other party concerned of your late arrival.

In addition, try not to engage in extremely lengthy discourse, since Americans tend to get impatient. Do not become offended if Americans seem to rush into the subject at hand without preambles, or cut you short and end your meeting, discourse, or presentation if they feel it is too long or you have exceeded what they consider your ‘allotted time.’ This reaction is a result of Americans’ time-conscious nature and is not meant as a personal criticism.

Types of Social Gatherings

The following is an explanatory list of the types of social gatherings to which you might be invited:

- **Brunch**: a late morning meal that is a combination of breakfast and lunch. It lasts about two hours and is usually on Sunday.
- **Coffee**: informal conversation or entertainment over a cup of coffee.
- **Luncheons**: formal or informal noonday meal (lunch). It is very often used as an opportunity for a business meeting.
- **Teas**: small gathering where tea, coffee and light refreshments are served. Teas are usually in the afternoon and last about two hours.
- **Open House**: gathering held anytime of day or evening where guests are free to arrive and leave during the designated hours. Light refreshments are served. It is popular in Utah for a wedding reception to be organized as an open house.
- **Cocktail parties**: usually begin between 4:00 and 6:00 p.m. and last about two hours. Light refreshments and alcoholic beverages are served, but if you prefer a soft drink or fruit juice, do not hesitate to ask your hosts.
- **Dinner Parties**: usually begin anytime after 6:00 p.m. It is acceptable to mention to your host any dietary restrictions you might have. Dinner and luncheons may be served ‘buffet style.’ In this case, the food is set on a buffet table from which guests serve themselves and then sit down. Dinner guests usually plan to leave about one to two hours after dinner is finished. It would not be polite to leave immediately after eating. Should circumstances require that you leave soon after dinner, you should inform your hosts.
- **Potluck dinners or suppers**: each couple or family is invited to bring a dish of prepared food, such as a main dish, salad or dessert. Your hostess or host will usually inform you as to the type and amount of food you should bring.
- **Barbecues**: usually held anytime after lunch in the backyard of the host’s home, in a park, or in a recreational area. Barbecues are usually very informal events. Your host/hostess may ask you to bring a salad or dessert. It is polite to offer to supply some food.

Tipping

American restaurants do not include table service in the bill, unless the group of customers is large (in which case table service or mandatory ‘gratuity’ will be indicated). Normally, it is appropriate to tip servers 15% of the total bill. If service is exceptionally good, a 20% tip is reasonable. Tipping appropriately is important in restaurants in the U.S. because tips constitute a major portion of servers’ wages.

In Utah, employees who receive tips are paid a very low base wage (currently $2.13/hour) so servers depend on tipping to earn a decent wage.

Taxi drivers and hairdressers are usually tipped around 10%. Bell Hops in hotels and sky caps at airports should be tipped $1.00 per bag.

Telephone Etiquette

When you call someone on the telephone, you should say, “Hello, this is (your name). May I speak to Mr. /Mrs. / Ms. (name) please?” When answering the telephone you need only to say, “Hello.” Except in a case of emergency (or if you have been informed by the person that it is okay), you should not call after 10 p.m. or before 9 a.m.

Complete Map of the University of Utah

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