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The Center for International Education (CIE) is a department within the Division of Academic Affairs which serves as a catalyst at every level for the internationalization of the entire UT community.

The following units make up the Center for International Education:
- Confucius Institute
- English Language Institute (ELI)
- International House (I-House)
- International Student & Scholar Services (ISSS)
- Peace Corps
- Programs Abroad Office (PAO)

**Confucius Institute**
Established with the support of Hanban in Beijing, and Southeast University in Nanjing, Confucius Institute offers Chinese programs that are designed to enhance the learning of the Chinese language and Chinese culture.
**Email Confucius Institute**: confucius@utk.edu

**English Language Institute (ELI)**
Established in 1978, the ELI offers full-time intensive English language programs for all proficiency levels. Taught by highly qualified teachers, classes are kept small to provide better personal attention. Many undergraduate students receive conditional admission and begin their UTK experience at ELI.
**Email ELI**: eli@utk.edu

**International House**
The I-House is a free-standing, non-residential programming facility that was opened in 1996 to provide all UT students with a place in which they could meet and learn about people of every culture represented at UT. You can reach the I-House by calling 865.974.4453.
**Email the I-House**: ihouse@utk.edu
Website: Ihouse.utk.edu

**Peace Corps**
The University of Tennessee is the only Peace Corps office in the state of Tennessee. Peace Corps is a life-defining leadership experience with volunteers in countries all over the globe. For more information contact the Peace Corps representative at UT.
**Email Peace Corps**: peacecorps@utk.edu

**International Student & Scholar Services**
CIE plays no role in the admission process of international students. Once students have been formally admitted by a UT admissions office, CIE’s Office of International Student & Scholar Services (ISSS) becomes responsible for the orientation and advising of international students. All new international students must check-in with ISSS by attending orientation after arrival in Knoxville.
The ISSS provides assistance to international students, scholars, and host departments for immigration-related issues, international student orientation, cross-cultural adjustment, academic issues, and personal issues.
**Email ISSS**: international@utk.edu

The main office of the CIE is located in the Melrose Hall complex:
1620 Melrose Ave
Knoxville, TN, 37916
Ph: 865.974.3177
Fax: 865.974.2985
Hours: 8:00am-5:00pm, Mon-Fri; Weekends: Closed
**cie.utk.edu/**
The University of Tennessee is the second oldest and the largest public higher education institute in the state of Tennessee. It was founded in 1794, two years before Tennessee became a state. The University of Tennessee, Knoxville hosts over 27,000 students. Of those, approximately 1,000 are international students. The University offers more than 300 degree programs at the Bachelor’s, Master’s and Doctoral levels. Many of these programs are consistently ranked in the top 50 in the USA.

Knoxville, Tennessee

Knoxville is a medium sized city that still retains the friendliness of a small town, yet has plenty for university students to see and do. The downtown area is revitalizing with many new, vibrant businesses. Downtown and the adjoining 'Old City' offer live music, coffee shops and a host of unique shops. All of this is located one mile from campus – great to walk or ride to on the free trolley bus.

Knoxville hosted the 1982 World's Fair, and is no stranger to folks from out of town. Perhaps more impressively, Knoxville is the home to many significant blues and country artists. Today you will still find a diverse and thriving music scene.

Knoxville has the usual assortment of shopping malls and suburban sprawl for those who want to see those sorts of things up close. The cost of living in Knoxville is very low for cities of its size in the United States. Even things like movies and restaurants are usually cheaper than in Atlanta, Charleston, etc. You can find out a lot about what’s going on in town with the online version of the Knoxville Mercury, Knoxville’s free weekly newspaper at www.knoxvillem Mercury.com. For even more news you can read the daily newspaper, the Knoxville News Sentinel at www.knoxnews.com. Also, visit the Great Smoky Mountains National Park website at www.nps.gov/grsm/, the online home of the most visited national park in the nation.

Like most places, you’ll find all types of people here. We think it’s a good idea to get to know and appreciate as many different types of people as possible, as opposed to just looking for people who are similar to you. Native Knoxvillians tend to be more conservative and religious than people from other parts of the country, but, it’s not wise to automatically assume this is true for each individual you meet. Overall, the people in Knoxville are usually friendly but might take a while to get to know.

If you enjoy exploring different cities, you can take comfort in the fact that Knoxville is within a day’s drive of Washington, D.C., New York City, Florida Beaches, Charleston, Atlanta, Cincinnati, and New Orleans. There are eight states that border Tennessee, so you can easily explore different states and cities on weekends if you have transportation.
Pre-Arrival information

Obtaining a Visa Stamp and Entering the U.S.

The U.S. Department of Homeland Security (DHS) charges a fee for students to use the Student and Exchange Visitor Information System (SEVIS). The fee is $200 for F-1 students, and $180 for J-1 students. This fee is separate from the visa fee. Before you apply for your first F-1 or J-1 visa, you must pay the SEVIS fee. Please go to: www.fmjfee.com for more information on the fee payment process.

In order to apply for and obtain a valid student visa in your passport, you must have paid the SEVIS fee and present the correct documents to the U.S. embassy or consulate. You must include the I-20 or DS-2019 which identifies you and the school you will be attending. The I-20 is used to obtain an F-1 visa, while the DS-2019 is used to obtain a J-1 visa. Most students will use the F visa. Students with special funding or who are engaged in an exchange program will often use the J visa.

Bring the I-20 or DS-2019 and the financial documents that prove your source of funding (bank statements, scholarship letters and/or assistantship letters) to apply for your visa. Contact the U.S. embassy or consulate in your home country to see if any other documents are required. These may include such items as a birth certificate or national identity card. You can access most of the U.S. embassies and consulates worldwide at www.usembassy.gov. This website can also provide you with detailed application procedures.

Once your application is approved, the laser printed visa (which includes your name and photograph) is “glued” in your passport designating the school you will attend upon arrival in the U.S.

Important Notes:

Canadian (citizens) students who enter from Canada are exempt from having to obtain a visa but must use the SEVIS Form I-20 or SEVIS Form DS-2019 to enter the U.S. in F-1 or J-student status. You must obtain a Form I-94 clearly indicating F-1 or J-1 status when you enter.

First-time new students are not permitted to enter the U.S. more than 30 days prior to the start date noted on Item #5 on the SEVIS Form I-20, or Item #3 on SEVIS Form DS-2019. You are required to report to and attend the school designated on your visa and Certificate of Eligibility (SEVIS Form I-20 or SEVIS Form DS-2019).


Housing

A. On-Campus Residence Halls

If you an undergraduate student and plan to live in UT housing, you should submit a housing application immediately. UT housing can and does fill up quickly. If you wait to apply for housing until you arrive in Knoxville or just before classes begin, you will encounter difficulties. You can review the residence halls and apply here: uthousing.utk.edu.

Residence halls are located on campus. These single rooms are normally shared with one other student, but some private rooms are available. The halls differ from one another in the amenities included, so you should research each option before making your housing request. Please contact University Housing with any questions concerning your application or room assignments.

Graduate Students:

The University of Tennessee does not offer on campus housing for graduate students. The University does provide information about off campus housing that is available. Please go to https://offcampushousing.utk.edu/ for information and review the information on the next page. Please note that CIE and ISSS cannot arrange housing for you.

UT On-Campus Housing website:

https://offcampushousing.utk.edu/

Housing Contact Info:

Ph: 865.974.3411
Fax: 865.974.1420
Email: housing@utk.edu
B. Off-Campus Housing

Off-campus housing is a popular choice for many international students at UT, especially in the Fort Sanders and Tyson Park areas, which are both within walking distance from campus. There are several housing options available: Each type has its own amenities and appeal.

- **Apartments** can be large enough to have two or more bedrooms, can be furnished or unfurnished, and should provide you with a stove, kitchen sink, refrigerator and one or more bathrooms. Apartments are usually shared with 1-3 other students.
- **Efficiencies** are small, single-occupancy apartments where one large room serves as a bedroom, living room, and sometimes kitchen, with a private bathroom.
- **Rooms** are typically a rented room in a larger house or apartment, where the kitchen, living room and bathroom facilities are shared by everyone in the house. Three to six (or sometimes more) people can live in one house, depending on the size of the house.

C. Temporary housing

If you are unable to check into your permanent housing when you arrive in Knoxville, **temporary housing** may be available at a UT residence hall. If available, rates are typically $20.50 per night. You would be required to move into a regular room assignment a few days before classes begin, or find your own housing. It is important to note that temporary housing on campus is NOT available for students arriving in the spring and summer terms (Temporary Housing policy is subject to change).

- **If on-campus housing is unavailable:** Some of the **international student associations** will help you arrange for temporary housing with a current student who is willing to let you spend a few nights on their spare bed or couch. The website for the associations is: [http://ihouse.utk.edu/international/](http://ihouse.utk.edu/international/).

- **If you arrive after office hours:** After 5:00 P.M. or on the weekend, the easiest thing to do is to check in to a hotel, and then visit the CIE the next business day to check if any temporary housing is available on campus. Knoxville hotels are listed here: [http://international.utk.edu/resources/](http://international.utk.edu/resources/).
Money Matters

Based on the experiences of previous international students, we suggest the following options for bringing money to Knoxville:

**Cash**

Bring cash to cover the cost of taxis, buses, meals and other miscellaneous expenses. You will want to bring a few hundred dollars cash to help set up your household with items such as: bed sheets, towels, cooking utensils, radio, TV, etc. Private apartments normally require cash or check for a deposit and sometimes the first two month’s rent, paid up front. The deposit may be as much as a full month’s rent.

**International Wire Transfers**

The University of Tennessee Knoxville has partnered with flywire to streamline the tuition & fee payment process for our international students. flywire offers multiple payment options and excellent foreign exchange rates. They’ll ensure your payment arrives safely and accurately.

**Credit Cards**

A credit card reduces the amount of money you need to carry with you, and is the easiest and safest way to pay for tuition and many other expenses. UT accepts Visa, MasterCard and Discover, but there is a vendor service fee (2.75%) for paying tuition with a credit card.

**International ATM Cards**

International ATM Cards (an ATM card linked to the PLUS or Cirrus networks) enable you to use ATMs in the U.S. to withdraw money from your home country banking account. Although small transaction fees may be charged, in most cases, you can get better rate than exchanging traveler’s checks at a local exchange counter.

**Bank Drafts**

Bringing a bank draft to deposit is also a safe means of getting money to Knoxville. However, it may take a few weeks before the bank is able to confirm the check and release the money to you.
Graduate Assistantship

Students with a graduate assistantship (GA) are normally granted a tuition waiver, health insurance and a monthly stipend. However, it is still important to bring an adequate amount of money with you when you arrive to assist with expenses you will incur at the beginning of the semester, including student activity and technology fees. And, of course, there will be other expenses such as books, meals and household equipment.

Important Note:
Due to the procedures involved in putting a new GA on payroll, it takes 1-2 months before you receive your first paycheck. Therefore, it is important that you bring an adequate amount of money for at least the first 2-3 months. Do not rely on receiving your stipend in August (for fall admits) or January (for spring admits).

Immigration Information

For students outside the U.S.
Under current U.S. immigration law, the University of Tennessee is not allowed to employ any person who does not have work authorization. Because a graduate assistantship is considered employment, it is important that you obtain the necessary legal immigration status before you begin your assistantship.

If you are in legal status as an F-1 or J-1 student, you are allowed to accept an assistantship (a J-1 student must first obtain permission from the program sponsor). A student with J-2 immigration status may also be allowed to work, if employment authorization has already been granted by the Citizenship and Immigration Services (CIS), a branch of DHS. A person with any other non-immigrant status is normally not allowed to accept employment as a graduate student.

For students already inside the U.S.

(Transfers from another U.S. institution) If you are currently an F-1 student studying at another U.S. institution, you must comply with U.S. immigration transfer procedures before UT can employ you. You will need to complete the immigration transfer procedure within 15 days of the program start date before you are eligible to begin working at UT. If you are currently a J-1 student, you should check with your program sponsor for assistance with correct procedures.

If you are on your current university’s J-1 program, your transfer to UT must be processed and completed by UT before you may begin work. If your DS-2019 is issued by a governmental/scholarship agency rather than by a university, you do not need to transfer to the UT program. However, you will be required to show a letter from your sponsor authorizing you to work at UT.

If you currently hold another non-immigrant status, it may be possible to change your status to F-1 so that you can accept a position. However this process takes many months and you will not be able to begin working until the change has been approved. If you would like to know more about this procedure, contact your current international student advisor, or our office.
What to wear?

Knoxville culture is pretty casual. You should bring whatever you feel comfortable in, and bring clothes for all seasons and weather, from shorts to warm coats. There are also plenty of places for you to go shopping for new clothing.

One of the most frequent complaints about Knoxville is that you cannot actually predict the weather, because you really can’t tell what might happen during one 24 hour period. You name it, Knoxville has it – sun, rain, snow, hail, fog, even the occasional tornado (though not all typically on the same day). It might be easier to break it down by seasons:

**Fall** is actually one of the most beautiful times of the year in Knoxville, as this is when the leaves change and you see an amazing range of colors – red, orange, yellow and brown. In September and early October it will still be quite warm. But by the end of November, winter is in the air. The average daytime fall temperatures can range from 26°C down to 10°C.

**Winter** is not the coldest place during the winter, but it is certainly time to get out your hat, scarf and gloves. Snow is not a common sight – we might see one snowstorm per season. However, Knoxville has been known to have blizzards and ice storms. You just never know what winter might bring. Average daytime winter temperatures usually range from 12°C, down to –3°C.

**Spring** is actually one of the most beautiful times of the year in Knoxville, as this is when the leaves change and you see an amazing range of colors – red, orange, yellow and brown. In September and early October it will still be quite warm. But by the end of November, winter is in the air. The average daytime fall temperatures can range from 26°C down to 10°C.

**Summer** storms in Knoxville are intense – thunder and lightning and a lot of rain, all of which only lasts for about one hour, and then the sun comes back out. You would never know it had rained at all. Average daytime summer temperatures can range from 15°C to 40°C.

By March, the sun starts to come out more and the trees start to bloom. In April, there’s a lot of rain. Mornings can still be chilly, but most days will start to get warmer. By May, most of the rain stops and the days start getting very warm: Summer is about to begin! Average daytime spring temperatures can range from 1°C to 23°C.

What does this mean for you? You need to be prepared for all types of weather – don’t be surprised if it’s t-shirt weather one day, but the next day you need to put on your winter coat. It’s all part of the fun!
**Traveling**

**At the Port of Entry**

At the port of entry into the U.S., present your full I-20 or DS-2019 form, and passport. Occasionally the immigration officer will also ask to see financial documents. The immigration officer will stamp your passport indicating your visa status in the United States. Be sure that you are entering with the correct status (e.g. F-1, J-1, H-1b, etc.). You should go to the following website to access your I-94 information: https://i94.cbp.dhs.gov/I94/. This form indicates your status, the length of permitted stay, and date of arrival. It is proof that you entered the United States legally. You should print a copy for your records.

**Getting to Knoxville, Tennessee**

Students should try to fly into Knoxville’s McGhee-Tyson Airport (TYS). Most international flights from Europe arrive in Atlanta, New York, Chicago or Washington DC, with flights from Asia coming into Los Angeles and flights from Latin America flying into Houston and Miami. Flying into these major cities usually means good Knoxville connections from international flights.

**Important Note:**

Due to increased security measures at U.S. airports, expect long delays at immigration and security checkpoints. We advise that you schedule long layovers (at least 4 hours) between flights at your port of entry to reduce the risk of missing your connection flight to Knoxville.

**From the TYS Airport**

When signing-up for orientation, you will also have the option of signing-up for our airport pick-up service. This service is available to new students arriving for the fall semester (August) or spring semester (January). Information about how to schedule an airport pickup will be sent to you after you have registered for orientation. If you are arriving when the pick-up service is unavailable, there are taxi services available at the McGhee-Tyson (TYS) Airport. Please be sure to have $35-$40 in cash to pay for the taxi.

- **Yellow Cab Company:** 865.523.5151
- **AAA Airport Taxi Service:** 865.531.1930
**Check-in and Orientation**

**Check-in**

Like most universities in the U.S., UT has a required orientation for international students, including transfers. The U.S. Department of Homeland Security (DHS) requires all new international students at UT to check-in with the Center for International Education. The check-in process is part of international student orientation. Go to [http://international.utk.edu/check-in-and-orientation/students/](http://international.utk.edu/check-in-and-orientation/students/) to register for an orientation session. You are expected to arrive by the date of your scheduled orientation session.

**New International Student Orientation**

The international student orientation will help you survive the first hectic days of school and ease your adjustment to UT. Topics covered will include immigration laws, work authorization, taxes, cultural adjustment, education in the U.S., etc. In addition, we provide valuable information about life in Knoxville and on UT campus.

During orientation, you will get the opportunity to get to know other new international students, some current UT students, and the CIE staff. The information and topics covered during the week-long orientation are essential to ensure a smooth transition to life in your new home! You may also receive information regarding other orientation programs, provided by your individual departments. To study in the U.S., you must remain legal. So, it is extremely important for you to attend the international student orientation to obtain the necessary information for maintaining your legal status.

**What to Bring**

- Things to bring to
  - your passport,
  - I-20 or DS-2019
  - I-94
  - Any other documents issued by the U.S. government.

If you are an F-1 student transferring from another U.S. school, you must also bring the following with you:
- An original I-20 from UT.
- I-20(s) from all previous U.S. institutions attended.
- Proof you are in legal status (either a transcript or practical training documents).
- Current semester class schedule for UT.
Other important events following your arrival

A. English Placement Guide

Four courses—English 121, 122, 131, and 132—focus on teaching advanced English academic literacy to UT students whose first or strongest language is not English. Incoming international students will be placed into one of these courses based on their TOEFL (or equivalent) scores used for University admissions.

Undergraduate Students

A combination of scores and sub scores will determine English course placement. You will be contacted by the English Department as soon as you confirm attendance.

Graduate Students

The ESL Writing Program uses standardized test scores to place graduate students into ESL writing courses. If graduate students do not have test scores or are not satisfied with their test scores, they can choose to take an English Placement Exam, which usually takes place in August and January about a week before classes begin.

<table>
<thead>
<tr>
<th>No English Required:</th>
<th>English 122 Required:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOEFL iBT 100 and above, OR</td>
<td>TOEFL 99 or below, OR</td>
</tr>
<tr>
<td>IELTS 7.5 and above, OR</td>
<td>IELTS 7.0 or below, OR</td>
</tr>
<tr>
<td>TOEFL CBT 250 and above, OR</td>
<td>TOEFL CBT 247 or below, OR</td>
</tr>
<tr>
<td>TOEFL PBT 600 and above</td>
<td>TOEFL PBT 597 or below</td>
</tr>
</tbody>
</table>

B. SPEAK Test

Graduate Teaching Assistants (GTAs) are also required to take the SPEAK Test. It is a rule in the State of Tennessee that any non-native English speaker wishing to teach must score at the appropriate level on the Speak Test. For more information, visit: gradstudies.utk.edu/speaktest.

C. Registering for Courses

You cannot register for classes until you have arrived in Knoxville, attended orientation, taken the EPE (if necessary), and met with an academic advisor from your department. If you are an undergraduate student, the academic advisor must clear you to register before you will have access to the system. During orientation, we will go over registration procedures, as well as the minimum number of enrollment hours required for international students to maintain their legal status. These steps/procedures are different for graduate and undergraduate students.

D. Paying Tuition and Fees

DO NOT PAY FOR ANYTHING UNTIL YOU GET TO UT! Once you have registered for classes, you will be required to pay your tuition, fees and health insurance. You do not have to pay before registration. Most graduate assistantships grant a tuition waiver but do not cover all student fees. Once you register for courses, you can check and pay your balance online at myutk.utk.edu or you can pay in person when you get to Knoxville at the Bursar’s Office, located at 211 Student Services Building. They will accept cash or check. If you choose to pay by credit card, you must do so online, and will be charged a processing fee. The university also accepts international wire payments through flywire.

You should check your MyUTK account regularly throughout the semester to see if you owe anything such as: parking tickets (if you get a car), library fines, classroom fees, or health center fees. If you do not pay on time, you will be charged late fees, your account will be put on hold, and UT will not release your transcript until your account is settled. For more information: bursar.utk.edu.
Post-Arrival Information

Health Care Information

A. Health Insurance

All international students attending UT are required to enroll in a health and accident insurance plan. UT has negotiated a plan that fits most students’ needs. You will automatically be enrolled in this plan and pay for it at registration. If you have a scholarship that provides an adequate policy, you may be exempt from UT’s insurance. Most graduate students who have been offered assistantships will have this health insurance fee paid for by their departments. Health insurance will be discussed in more detail at orientation. For more information, you may also visit: international.utk.edu/students/insurance.

B. UT Student Health Center

The UT Student Health Center on campus provides a full range of health services to all enrolled UT students who have paid the student health fee. Staff at the clinic are professionally trained and are able to counsel students on their health care needs. The clinic offers services including primary care, mental health and vaccinations. It also administers the health insurance program that all international students are required to purchase.

C. Health Records

Students are required to bring a copy of their medical and vaccination/immunization records to UT. The Student Health Service office on campus will be able to inform you if you need any vaccinations prior to arrival at UT. Any necessary vaccinations that you do not have can be obtained once you arrive at UT.

For more information, please visit the Student Health Service: studenthealth.utk.edu/

***Be sure to remember to bring copies of your prescriptions for medications, eyeglasses, etc (in English).

Resources

A. Utilities (Electricity and Water)

If you choose off-campus housing, you will, in most cases, be required to pay for your own gas/electricity and possibly water. Your landlord will tell you in your lease which utilities are included in your rent.

If you need to set up your own account for any of these utilities, you will need to call the Knoxville Utilities Board (KUB). You will have to pay a new connection fee, plus your bill for the first month. After that, you will pay a monthly bill based on the amount of water and electricity that you consumed during that billing period.

B. Internet and TV

Most off-campus housing does not come with preinstalled television and Internet. If interested, you should research provider options and choose a package that best suits your needs. Basic television is very cheap, but quickly becomes more expensive with additional cable channels. Internet alone can cost around $20 per month or more, depending on the speed. Most providers also offer special deals if you sign up for a TV and Internet package deal. Most people try to split costs with a roommate.
C. Calling Options

- AT&T (800) 331-0500
- Verizon (888) 294-6804
- Sprint (888) 211-4727
- T-Mobile (800) 866-2453
- Cricket (800) 975-3708
- U.S. Cellular (888) 944-

If you are interested in purchasing a cellular/mobile phone, there are many options around Knoxville. Many companies have month-by-month or pre-paid options, and some even have international calling plans. Data packages including web and email access usually cost $30-$45 extra. You should be sure to shop around and check out a variety to decide which company and calling plan would best suit your needs.

- Mobile Phones

If you are interested in purchasing a cellular/mobile phone, there are many options around Knoxville. Many companies have month-by-month or pre-paid options, and some even have international calling plans. Data packages including web and email access usually cost $30-$45 extra. You should be sure to shop around and check out a variety to decide which company and calling plan would

- Landlines

Home phone service is normally arranged through one a local telephone, internet or cable provider companies. There is usually a basic flat fee for local telephone calls and another fee for long distance and international calling plans. Phone service can often be bundled together with Internet and Cable TV service.

- I-House Public Phones

The International House has one public phone that can be used with a calling card or to make free in-state calls.

D. Email

Email is a popular way to keep in touch with family and friends. All on-campus residence halls and most academic buildings are equipped with free wireless Internet access. The library and residence halls have student computer labs. All incoming students at the University of Tennessee will be assigned a net ID and a UT email account. You are encouraged to access your UT campus email regularly because this is the primary means for CIE and other UT departments to communicate important information to you.
## Campus Life

### Campus Activities

#### A. International House

The "I-House" is a free-standing, non-residential programming facility that was opened in 1996 to provide all UTK students and scholars with a place in which they could meet and learn about people of every culture represented at UTK.

**Hours:**
- **<Fall and Spring>** Mon-Thurs: 8am-9pm
- Fri: 8am-5pm
- Sat-Sun: CLOSED
- **<Summer>** Mon-Fri: 8am – 5pm
- Sat-Sun: CLOSED

*The hours of operation may change. Call 865.974.4453 for updated information*

**Location:** 1623 Melrose Avenue, Knoxville, TN 37996
**Tel:** 865-974-4453
**URL:** [http://ihouse.utk.edu/](http://ihouse.utk.edu/)
**Email:** ihouse@utk.edu

Like the UTK International Facebook page to receive information about future events! [http://www.facebook.com/internationalUTK](http://www.facebook.com/internationalUTK)

#### B. International Student Associations

Students from over 100 countries attend UT. If you are interested in knowing what international associations are represented at UT, go to: [http://ihouse.utk.edu/international/](http://ihouse.utk.edu/international/).

If your country is represented, please feel free to email/phone the contact person to let them know you are coming. Often, these groups can provide assistance as you settle into your life in Knoxville and at UT. If your country is not represented by an association, feel free to start one when you arrive!

#### C. Outreach Activities

Many students are interested in sharing their cultural traditions with fellow students and their new community. The CIE is frequently asked by local public schools if international students are willing to talk about their culture to their classes. You may want to consider bringing your flag, some pictures, traditional dress or music. Several students will bring traditional instruments or are willing to perform traditional dances. Contact the I-House for more information.
Facilities on Campus

A. Student Union
   The University Center provides a wide range of services to UT students, faculty, staff, alumni, and guests. It includes dining, bookstore, post office, ticket office, computer store, and much more.
   For more information, visit http://studentunion.utk.edu/

B. UT Dining
   There is a variety of options on campus for dining. UT’s 21 dining stations offer continuous operation serving breakfast, lunch, dinner or even late night meal.
   For more information, visit http://dining.utk.edu/

C. Library
   There are three libraries serving the Knoxville campus. In the Hodges Main Library, research assistance and computer services are available 24 hours a day in the Commons. You may also explore virtual UT Libraries from home via website.
   For more information, visit http://www.lib.utk.edu/

D. RecSports
   RecSports provides a wide variety of programs and well-maintained facilities for students, faculty, and staff of the university community. RecSports has a number of programs including Fitness, Aquatics, Intramurals, Outdoor Recreation, Sport Clubs, and much more.
   For more information, visit http://recsports.utk.edu/

E. Museum
   The McClung Museum is a general museum with collections in anthropology, archaeology, decorative arts, local history, and natural history. The admission is always free.
   For more information, visit http://mcclungmuseum.utk.edu/

Transportation

Knoxville Area Transit (KAT) provides a transportation service to the campus community. Their routes and times vary during the day so we suggest you visit their website or obtain a brochure at the Parking Services Office. You can purchase a “semester pass” in the Central Ticket Office at the University Center, which will allow you to ride the bus unlimited times during one semester (you must present your VolCard). A free “trolley” bus runs between UT campus and downtown Knoxville. A trolley map can be found at http://www.katbus.com/ada/maps/kattrolleymap_aug2014.pdf

"The T" is the University of Tennessee Transportation System, operated by KAT. The basic T routes include East-West, North-South, Ag Express and Late Nite. In addition, the T: Link transports students traveling late at night to the Late Nite bus or to their destination. UT Students and faculty ride free on all T services, with a UT I.D. Also there are free trolley services from UT to downtown. For more information: http://katbus.com or http://www.ridethet.com/
Daily Life

Stay Safe

A. Emergency Dialing

If there is an emergency, you can dial following numbers for assistance.

Emergency: 911
UT Police (emergency): 974-3111
UT Police (main line): 974-3114
Safety Information: 656-SAFE (7233)

If you are on campus, you can also pick up a Blue Light Phone

If you need to quickly reach someone outside of the U.S., you can dial the international operator at #00. If you know the number, you can dial it directly. This is often quite expensive, but may be necessary in case of emergencies.

UT has its own police force, in addition to the City of Knoxville police. On the UTK campus there are more than 50 emergency call boxes with blue flashing lights. If you feel that you are in danger on campus, find the nearest callbox to automatically dial campus police. The police are expected to both enforce the law and assist the public. It is always appropriate to ask the police to help with all kinds of matters such as lost or stolen property, noisy neighbors, and emergency situations. Police are legally prohibited from taking "gifts" or money. They may arrest people who attempt to offer such payment.

B. Drugs

Recreational drugs are illegal but common in the United States. Many drugs are made in people’s homes and cut, or mixed, with deadly substances. Never set your drink down at a party or bar! People can slip drugs into your drink this way. If you happen to set your cup down, get a new cup and drink. Remember that you always have the right to say no to anything you encounter that makes you feel uncomfortable.

C. Alcohol

In Tennessee the legal age to purchase and/or drink alcohol is 21, and you must show your identification before buying any kind of alcohol. It is illegal to carry open containers of alcohol in public places like the street, or even transport them in your car. In addition, the laws against drunk driving are very strict. DO NOT DRINK BEFORE YOU DRIVE. Not only is this dangerous to you and others, but you could also lose your license and go to jail.

D. Campus 24-hour Transportation Service

One of the best ways for members of the UT campus community to stay safe is to take advantage of the nighttime transportation services offered by the "T." The services are convenient and free, and they are a great alternative to walking at night.

For more information, visit http://parking.utk.edu/alternative-transportation/.
http://ridethet.utk.edu/ or call (865) 215-7800
**Money and Banking**

With a checking account, you will receive a checkbook and an ATM (automated teller machine) card, which allows you to withdraw cash from your account 24 hours a day. Without a Social Security Number (SSN), you will be ineligible for credit cards or check cards. Information on social security numbers and eligibility will be discussed at orientation.

Services and fees vary, but most banks in the area offer special “Student Accounts” with minimal to no monthly charges. Be sure to ask questions about student accounts and the stipulations for international students when you visit the banks.

A. **Opening a Bank Account**

When you open an account, the bank will likely ask you for identification documents (such as your passport, I-20 or DS-2019 form, and I-94 card). Some banks will also require you to have and Social Security Number, but not all of them will.

If you have a spouse or other dependents, you may wish to open a joint account so multiple family members can use the same account.

B. **Using an ATM**

Most of the major banks’ Automated Teller Machines (or ATMs for short) can be found on the 1st floor of the Student Union. ATMs allow you to make cash withdrawals, deposits, and transfers between accounts. You can also view your account balance. There is a limit on how much money you can withdraw from an ATM at one time or on one day. Check with your bank to find out what the limit is.

C. **Using a Debit Card**

A debit card—also called a check card—is connected to your checking account and is used almost like a regular credit card, except that the charges made are deducted from your checking account upon purchase. You do not get a separate bill at the end of the month as with a credit card. Be sure to keep track of your spending, though. If you spend more money than is in your account, you do not only risk ruining your credit record, but the bank also charges you with a fee every time you overdraw your account.

D. **Writing a Check**

Americans usually write checks rather than paying cash for big purchases. When opening your bank account, you’ll be given a check book. Using a check book for paying rent, your phone bill etc. helps you to keep track of payments.
Driving

If you plan to drive a car while you are in Knoxville, first make sure you have a valid driver’s license. You can park at UT by purchasing a monthly or semester parking pass. Visit the Parking Services webpage to learn how to buy passes and how much they cost. Remember that you are required by law to wear a seatbelt while driving or riding in a car. You are also required to buy automobile insurance, which can cost between $500 and $2000 per year, so be sure to factor that into your budget.

A. TN Driver’s License

Current Tennessee Driver License policy will allow you to qualify for a TN Temporary Driver License until the expiration date specified in your immigration documents. If you apply for and receive an extension to stay beyond the original date, then you will need to present your extension papers to the Driver License Office for renewal of your license.

To apply for a Temporary Driver License, you should bring to the driver license testing station:
1. Passport
2. Original I-94
3. DS-2019 if you are in J status, and
4. At least 2 documents showing your residence in Tennessee, such as KUB bill, rental contract, bank statement, health insurance policy etc.

If you have applied for a Social Security Number, you should wait until you receive it and then apply for a Driver License.
If the driver license office requests other documents that you do not have, please contact ISSS.

Important Notes:
Canadian citizens who have a valid Canadian Driver License can get a TN Driver License by showing their Canadian license and an abstract (of the driving record) from Canada. If they have a valid Canadian driver license, they only need to take the vision test.

German citizens who have a valid German driving license do not have to show an abstract from their country but do have to take the knowledge/theory test and a vision test. They will not need to take the road test when applying for a TN Driver License.

For more information, including Maps and the Drivers License Handbook and Study Guide, visit:
http://www.tennessee.gov/safety/driverlicense/tdl.htm

B. Automobile insurance

Before you buy, compare prices at different insurance companies. You can visit http://www.bankrate.com/insurance.aspx to compare many companies at once.

C. Vehicle Registration

Once you get your TN driver license and decide to buy a car, you will need to register that car in a County Clerk office. For your TN license plates you will need to pay a fee every year you renew your registration.
If you have purchased a car from a private person, you will also need to change the name on your car’s title and pay the sales tax on your purchase. You can register your car, get the license plates, transfer the title for your car and pay the sales tax all in one of the County Clerk Offices. It is advisable you have your TN driver license at the time of vehicle registration.
For more information, visit http://www.knoxcounty.org/clerk/motorvehicle/index.php
Shopping

Knoxville has many shopping opportunities. The University Commons shopping center is located adjacent to the UT campus and may be reached by a short 5-10 minute walk or by bus via the T. West Town Mall is located about 10 minutes from campus, going west on Kingston Pike. It is possible to take a KAT bus to West Town Mall. It has movie theaters, department stores, restaurants and many smaller shops and boutiques. Finally, many students enjoy shopping in Pigeon Forge at Tanger Outlets or one of the other shopping centers located there. A car is necessary to reach Pigeon Forge shopping.

Traveling Outside the U.S.

If you travel outside the United States during your program, you must obtain a travel validation signature on your I-20 or DS-2019 form from CIE before you depart. Bring your I-20 or DS-2019 form to ISSS at least two weeks before your trip. Also, make sure that your visa is valid on the date you will reenter the United States and that “M” (for multiple) or “2” (for dual) is listed under “Entries” on your visas.

*For visits of less than 30 days to Canada, Mexico or the adjacent Caribbean islands other than Cuba, you will be readmitted to the United States with an expired visa if you have a valid I-20 or DS-2019 and I-94. Contact ISSS for more information.

Final Notes

Please refer to the University of Tennessee’s website: www.utk.edu for more information about the university, campus life and news, as well as information about Knoxville in general. For more information on the Center for International Education, go to www.international.utk.edu.

We try to answer email questions as promptly as possible. The office tends to get very busy as we approach the beginning of a semester, so it may take several days before you receive a response. Please do not send multiple emails as this tends to clog up our email accounts. Ask all of your questions in one email.

The fax number should NOT be used to ask general questions, make requests for registration information, or to make housing requests. Please use it only for emergency situations.

We strongly urge each student to arrive early. There are many tasks that have to be accomplished before the rush of orientation and registration begins. Remember, it will take most people a few days to get over “jet lag.” A couple of days spent resting and exploring Knoxville and the UT campus can make a big difference in how your first semester at UT gets started.
Glossary

- **CIE:** Center for International Education
- **Coke:** In the southern U.S., a term used to describe every type of carbonated beverage.
- **DHS:** Department of Homeland Security
- **EPE:** English Placement Exam
- **Off-Campus Housing:**
  - **Apartments:** Can be large enough to have two or more bedrooms, can be furnished or unfurnished, and should provide you with a stove, kitchen sink, refrigerator and one or more bathrooms.
  - **Efficiencies:** Small apartments where one large room serves as bedroom, living room, and sometimes kitchen, with a private bathroom.
- ***Rooms:** One rented room in a larger house or apartment, where the kitchen, living room and bathroom facilities are shared by everyone in the house.
- **Old City:** Downtown Knoxville, about a 10-minute walk east of campus
- **Residence Halls (sometimes called “Dorms” or “Dormitories”):** Massive buildings with 300-500 students. Rooms come in singles (you are the only occupant) or doubles (you have a roommate). Most rooms are doubles. Residence hall rooms are furnished with a bed, desk, dresser, mirror and closet. You must provide your own linens.
- **SEVIS:** Student and Exchange Visitor Program
- **Smokey:** UT’s mascot, a bluetick hound dog.
- **Smoky Mountains:** The beautiful mountain range located 45 minutes from Knoxville. It’s the most visited National Park in the United States.
- **SSN:** Social Security Number. Required for employment in the USA.
- **The Strip:** The section of Cumberland Avenue just north of campus with bars, restaurants, banks, book stores and other shops.
- **T-RECS:** Tennessee Recreation Sports facility located on campus. Contains an indoor track, workout rooms, pools, exercise machines and weights.
- **TOEFL:** Test of English as a Foreign Language exam
- **TYS:** The code for Knoxville’s McGhee Tyson Airport
- **Utilities:** Electricity, water, telephone, cable and Internet
- **VOLS:** Short for “Volunteers.” Used to describe the Vols (men’s) and Lady Vols (women’s) athletic teams
- **Volunteers:** The University of Tennessee’s nickname.
- **Vol Card:** Student identification card.
- **Y’all:** Mainly used in the southern states. Short for “you all.” Used when referring to someone or a group of people. Plural – “All Y’all.”