



## Orientation Guide for Family Members of U-M International Students

This guide is designed to provide family members of University of Michigan (U-M) international students a broad overview of key resources and pertinent information related to their student's experience on campus. This overview is not exhaustive. Please visit the [U-M International Center](#) website for more information

**Academic Support** – U-M offers numerous offices and services to assist students in their academic pursuits. However, students are expected to take charge of their education. If your student is having trouble academically, they must take the initiative by seeking out the resources available to help.

- **Academic Advising:** Advisors are provided by the School or College in which your student is enrolled. Students spend time one-on-one with their academic advisor to discuss individual interests and course selections. Advisors can also help students set academic goals and refer students to campus and community resources.
- **Academic Support Services:** A variety of services, including writing support and tutoring, are available to U-M students based on their academic program of study and individual needs. [These are some of the primary services for new students.](#)



**Paying Bills & Student Accounts** – U-M does not mail monthly statements. Instead, monthly statements of account activity are available for students online through [Wolverine Access](#), the University's student database system. Students are sent email reminders to check Wolverine Access for their monthly statement and are responsible for [payment by the due date](#), which varies by term.

- **Parent and Family Authorization:** Students may authorize up to four other individuals access to their student account information electronically, as well as authorize U-M to discuss this information via phone/in-person or via email.
- **How to Pay:** Payments can be made electronically through Wolverine Access, in person at Student Financial Services, or by mail.
- **International Payments:** U-M accepts international payments via [Flywire](#). This is a secure way to pay online from any country and any bank, typically using your home currency. Flywire offers 24/7 multilingual customer service via phone, WeChat, live chat, and email.

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**Legal Considerations** – The U.S. has [laws, policies, and ordinances](#) that apply equally to both U.S. citizens and non-citizens. U-M is committed to providing a safe, respectful, and supportive environment for everyone in the campus community. Below are some of the more pertinent laws and policies that new international students must be aware of.

- Alcohol
  - It is illegal to drink alcohol if you are **under the age of 21**. Doing so can result in a [Minor in Possession \(MIP\) violation](#).
  - It is illegal to purchase, provide, or serve alcohol to anyone **under the age of 21**.
  - If someone **under the age of 21** has consumed alcohol and police have a reasonable suspicion that they have been consuming alcohol, police can issue an MIP.
- Tobacco
  - U-M is [tobacco-free](#) on all grounds, in parking structures, and in buildings. All tobacco products are prohibited.
- Cannabis
  - Although cannabis is legal in the state of Michigan, federal law prohibiting cannabis preempts state laws. The use of recreational or medicinal cannabis in any form, including edibles and extracts, is prohibited by university policy and federal law.
  - For more information please refer to the [DPSS Marijuana FAQs page](#).

### **Family Educational Rights and Privacy Act (FERPA)**

U-M is subject to a federal law called the [Family Educational Rights and Privacy Act](#) (also called FERPA or the Buckley Amendment) that sets privacy standards for student educational records. In general, student educational records maintained by the university cannot be released to anyone, including family members of the student. If you would like to know your student's grades, you should ask your student directly. Visit this [Q&A page](#) for more information about FERPA.

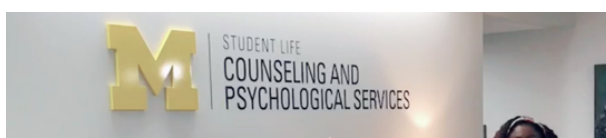
### **Health Insurance Portability and Accountability Act (HIPAA)**

The [Health Insurance Portability and Accountability Act](#) (HIPAA) is a set of national rules that hospitals and healthcare providers must follow to provide all patients in the United States with standard privacy protections, including patient health information being accessible by authorized parties only. As a family member of a U-M student, you will not be able to access your student's health records automatically. It is important to discuss any questions or concerns you may have with your student directly.

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**Health and Safety Resources** – There are numerous [Health and Safety resources](#) available to U-M students. Below are some of the primary services.

**Counseling and Psychology Services (CAPS):** College presents a new set of challenges for young adults, and sometimes they need help managing these challenges. CAPS is the place to start for students who may be struggling to cope with the pressures of college. As a [parent or family member](#), if you have concerns about your student, CAPS can provide consultation. Call (734) 764-8312 and ask to speak to the "Counselor on Duty."





**University Health Service (UHS):** This is the student health center on campus, and it provides comprehensive outpatient medical services to all students. UHS can help you if you have questions about [healthcare services and insurance coverage](#) for your student.

**Department of Public Safety and Security (DPSS):** As a parent or family member of a college student, tragedies at many college campuses probably have you wondering, "Will my student be safe at Michigan?" DPSS is committed to protecting the safety and security of our community. DPSS's [comprehensive services](#) help students study, work, and live in a safer and more secure campus environment.

**Emergency Alert System:** Managed by DPSS, U-M Emergency Alerts keep students, faculty, and staff informed about major active emergencies on campus via text messaging, email, and phone calls. This is for urgent, mass notifications.

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**Healthcare Services & When to Use Each** – Primary Care, Urgent Care and Emergency Room services are available to the U-M community; however, the services offered and costs for each may vary substantially. Students will have U-M's international health insurance or GradCare (see below), so coverage and costs can be reviewed in advance of services. Learn more about when to use each healthcare service:

- **Primary Care Physician (PCP):** International students are automatically assigned a Primary Care Physician (PCP) at the University Health Service (UHS). Your student will likely use UHS for most of their health care needs due to its convenient on-campus location and because many UHS services are free for enrolled students.
  - **Urgent Care:** Urgent Care facilities provide walk-in healthcare services for patients with illnesses or injuries that are **not life-threatening but also cannot wait until the next day to be seen**. Costs for services and wait times at urgent care centers are usually much lower than at hospital emergency rooms. It is important for your student to check their insurance plan to see which urgent care facilities are in their network. [Here is a list](#) of Ann Arbor Urgent Care Facilities. CVS also has a [Walk-In Clinic](#) on State Street close to U-M's Central Campus.
  - **Emergency Room (ER):** In case of emergency only, your student should call 911 or go to the nearest hospital emergency room. Costs for services in the ER are typically much higher than through Urgent Care or Primary Care. Emergency situation examples include: alcohol poisoning or other types of poisoning; uncontrolled bleeding; major injuries, such as bone protruding through skin; severe difficulty breathing; and unconsciousness.
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## **Student Health Insurance**

- F-1 and J-1 international students, whose Form I-20 or DS-2019 was issued by U-M, are required to have health insurance coverage for themselves and any F-2 or J-2 dependents while at U-M. Health insurance coverage is coordinated through the U-M International Center. For contact information and office hours, see the [U-M International Center Health Insurance Office Hours](#).

- Your student can visit [U-M International Student/Scholar Health Insurance \(IHI\) Plan Coverage and Rates](#) to check the plan coverage and review [Using the U-M International Student/Scholar Health Insurance \(IHI\)](#) to learn how to use the health insurance plan.
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**Avoiding Scams** – International students are targets, and sometimes victims, of [phone and email scams](#). Criminals have been calling and/or emailing students pretending to be from their home country consulate (or embassy), from U.S. law enforcement agencies such as the FBI, or from U.S. government agencies such as U.S. Citizenship and Immigration Services (USCIS), the IRS (Internal Revenue Service), or the Michigan Department of Treasury. These calls/emails often ask for students to send money and/or share personal information (bank account, credit card, Social Security numbers).

If your student receives a call/email like this, **they should not send money or give out their personal information**. If your student is unsure about what to do, they can contact DPSS via phone (734-763-1131) or email ([dpss-safety-security@umich.edu](mailto:dpss-safety-security@umich.edu)).



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**Supporting Your Student from Afar** – While you may be geographically far from your student during their studies at U-M, it is important to stay connected. Here are a few tips for doing so:

- **Remembering the time difference:** U-M's time zone is Eastern Daylight Time (EDT). When you schedule an appointment with your student or with a campus office, please remember the time difference. Note that Daylight Saving Time (DST) in 2023 began Sunday, March 12 and ends Sunday, November 5. South Korea is 13 or 14 hours ahead of EDT (depending on DST).
  - **Set a designated time for calls:** Set expectations together with your student for how often you'll check in. Consider using [KakaoTalk Video Call](#)!
  - **Wellness checks:** If you are unable to reach your student and have reason to think that they may be missing or experiencing physical or mental health distress, you may contact the following offices for assistance:
    - Department of Public Safety and Security: (734) 763-1131 or Emergency: 911
    - Dean of Students Office: (734) 764-7420
  - **Remember to have patience:** Your student will be [adjusting to cultural differences](#) in the academic environment and campus community as a new international student, and this can be a stressful or challenging time. Remember to have patience with your student as they are learning to adjust. You may also remind them of the numerous academic, extracurricular, health, and safety resources that are available at U-M as they navigate the adjustment process.
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**Finding Community** – The U-M community is one of the most diverse in the state of Michigan with more than 120 countries represented on campus, in addition to representation from numerous cultural backgrounds within the U.S. Whether your student is seeking to connect with people from similar backgrounds or hoping to connect across cultures, there are a variety of ways to do so:

- **Maize Pages:** Browse hundreds of U-M student organizations organized around a cause, an interest, or shared identities.
  - Review this [List of International Student Organizations](#), including:
    - [Korean International Student Association \(KISA\)](#): undergraduate students
    - [Korean Student Association Graduate \(KSAG\)](#): graduate students
- **International Center Student Council:** Group of globally-minded students who identify and examine issues affecting international students.
- **English Language Institute (ELI) Conversation Circles:** Weekly conversation groups that help international students practice English and learn about U.S. culture.
  - Your student can also consider these [conversation group opportunities](#) at U-M and in the greater Ann Arbor community.
- **International Center's Event Calendar:** Events and programs hosted by the International Center.
- **Happening @ Michigan:** University-wide events and programs.
- **Recreational Sports:** U-M department that offers a range of activities for students, from [intramural](#) and [club sport](#) teams to group [fitness classes](#).
- **Additional campus resources for students**





STUDENT LIFE

**INTERNATIONAL CENTER**

**UNIVERSITY OF MICHIGAN**