

## **COMMONLY ASKED QUESTIONS:**

### **MAINTAINING YOUR STATUS**

#### **Can I go back to my home country and continue taking classes online?**

You may go back to your home country during the spring semester. You can either attend classes and stay in active status or drop all your classes and your I-20 will be terminated. You MUST complete the I-20 TRAVEL REQUEST

FORM: <https://www.mtsac.edu/international/documents/travelrequestform.pdf> We will mail your signed I-20 to you if you intend to return to the U.S. and you have attended classes. As long as you are making normal progress towards your degree in your home country, you will be allowed back in the U.S.

#### **Can I drop all of my classes and go back to my home country?**

If you do not want to continue to attend your classes online and you want to return home, you will need to drop your classes using your Mt. SAC Portal and fill out the F-1 Exit Form, [https://www.mtsac.edu/international/fl\\_exit\\_form.html](https://www.mtsac.edu/international/fl_exit_form.html) online. Your I-20 will be terminated and will no longer be valid for reentry to the U.S. If you decide later that you want to return to Mt. SAC to finish your program, you will fill out a new application and send an updated bank statement to [https://www.mtsac.edu/international/application\\_process.html](https://www.mtsac.edu/international/application_process.html).

#### **Can I drop all my classes and stay in the United States?**

No. If you are currently enrolled in classes that are now being taught online, you must still attend those classes in order to stay in status and remain in the United States. If all your classes were cancelled, please contact ISP as soon as possible.

#### **Do I need to get my I-20 signed to go back to my home country?**

No, you do not need to get a signature before you leave. We need you to complete the online travel signature form so that we know you are returning home and we will mail you a signed travel I-20 to your home country. You can find the Travel Request form here: <chrome-extension://oemmndcbldboiebfnladdacbfdmadadm/https://www.mtsac.edu/international/documents/travelrequestform.pdf>

#### **How do I maintain my status in my home country?**

If you return to your home country and want to remain a Mt. SAC F1 visa student, **you must attend all scheduled classes that are now online and participate in those classes.** You will remain in active status and the 5-month rule will not apply for being out of the United States.

#### **Will the 5-month rule apply to being out of the country while maintaining status?**

No – you will be allowed to enter the United States after 5 months if you have continued to make progress towards your academic goal (attended classes).

### **I want to travel home and renew my visa in the next few months. Should I do that?**

We understand a difficulty of being in the U.S. on your own. However, if your visa is expiring prior to your return to the U.S. from your home country, we do not recommend traveling at this time. Many United States Embassies are closed right now. Once they reopen, they may be overwhelmed and may not prioritize F-1 visa issuance. We recommend postponing your travel until winter break - you'll have full two months to travel home and renew your visa.

### **Academic Questions/Concerns**

#### **My class has been canceled, what do I do?**

We are working with the college to get refunds for students who have had in-person classes canceled. However, this is still in flux. You will not need to maintain 12 units.

#### **If a class that I need to graduate this semester is now cancelled, what do I do?**

Students who are uncertain about their plans for graduation should consult with your counselor Allen Wang. To reach an international student counselor, email [F1visa@mtsac.edu](mailto:F1visa@mtsac.edu).

#### **I have not heard from my professor**

Check both your Mt. SAC email and Canvas. Please email the instructor directly to find your instructions to access your classes.

#### **I don't know how to get on Canvas**

Go here for more help: <https://www.mtsac.edu/distancelearning/dl-getstarted.html>

#### **I was enrolled in an online course that started at the beginning of the semester, can I drop it and get a refund?**

No. If you drop a class that was originally being taught online, you will not get a refund. Also, if dropping the class causes you to fall below 12 units, you will be out of status and might have your I-20 terminated.

#### **I don't know how to contact ISP**

Please go to our webpage to chat with us online or find our emails: <https://www.mtsac.edu/international/contact.html>

#### **Can I talk to an academic counselor?**

Yes! Your counselors are available here by email, chat, and phone: <https://www.mtsac.edu/international/contact.html>

#### **Can I drop all my classes and stay in the United States?**

No. If you have had any classes convert to online, you must still attend those classes in order to stay in the United States. If all your classes were in-person and canceled, please contact ISP.

**Can I come to the campus to talk to you?**

No. There is no staff at the campus. Please chat with us through Zoom or email us at [F1visa@mtsac.edu](mailto:F1visa@mtsac.edu) or contact your DSO directly.

**Can I pick up materials from my labs on campus?**

No. There is no staff at the campus. Please chat with us through Zoom or email us at [F1visa@mtsac.edu](mailto:F1visa@mtsac.edu) or contact your DSO directly.

**Can I get a refund for my spring parking permit?****Parking Permits**

All Spring 2020 parking permits will be extended through Fall 2020, so students can use them through the Summer and Fall terms. If students are not continuing, they may petition for parking reimbursement beginning April 3 by contacting [Parking Services](#) via Police and Campus Safety.

**Can I still order transcripts?**

Yes, there should be no disruption to transcript requests or deliveries during this health crisis.

**I would like to transfer to another school in Fall 2020. How can I do that?**

Please follow the usual procedure for transfer. Once a college or a university sends you an acceptance letter, fill out the TRANSFER REQUEST form, <https://www.mtsac.edu/international/pdfs/TransferOutRequestForm.pdf>

**Off Campus Resources****Crisis Information Lines**

**Text HOME to 741741 to connect with a Crisis Counselor.**

**Crisis Line for those abroad**

<https://www.crisistextline.org/international>

**Suicide Prevention Line**

(800) 273-8255

**Anxiety**

<https://www.crisistextline.org/get-help/anxiety>

**Depression**

<https://www.crisistextline.org/get-help/depression>

**Loneliness**

<https://www.crisistextline.org/get-help/loneliness>

**Locate all other help lines**

<https://www.crisistextline.org/texting-in>

**FOOD PANTRY**

**Mt. SAC Basic Needs**

<https://www.mtsac.edu/basic-needs/campusresources.html>

<https://www.mtsac.edu/basic-needs/index.html>

**Health Insurance**

**Do I still have my health insurance? How can I find it?**

Yes, all students enrolled for Spring semester have medical insurance through Student Insurance and ID cards can be obtained by going to

[https://www.mtsac.edu/international/student\\_health\\_insurance.html](https://www.mtsac.edu/international/student_health_insurance.html)

**Is testing for COVID-19 covered under my Student Insurance plan?**

Yes, medically necessary, diagnostic testing for the coronavirus is covered under your plan at no charge to you. This means you will not be charged a copay or deductible.

**Is treatment for COVID-19 (coronavirus) covered under my Student Insurance plan?**

Yes!

**How do I know if I need to get tested?**

If you believe you may have been exposed to the coronavirus and think you need to be tested, please contact your doctor's office to discuss your symptoms and determine next steps. If you don't have a doctor, you can contact Student Insurance or your state or local health department for assistance.

**Is there a specific place I must go for testing?**

We recommend that you connect with your local county health department to obtain information about where to be tested. If you need help finding your state health department, please contact Student Insurance and they would be happy to help!

**Will I be covered if my test comes back as positive?**

Yes! It is covered under the same maximum benefit listed on your plan summary and plan brochure. In the event you need treatment, those services are covered according to policy guidelines. You may wish to seek treatment with an in-network provider as cost sharing may apply.

**How do I contact Student Insurance?**

There are several ways you can contact them:

[https://www.mtsac.edu/international/student\\_health\\_insurance.html](https://www.mtsac.edu/international/student_health_insurance.html)

**Can I go to the Student Health Center to be tested for coronavirus?**

No, the Student Health Center does not have coronavirus tests. If you are showing symptoms of COVID-19 (fever, cough, difficulty breathing, severe illness), remain at home and call your doctor for instructions. If you don't have a doctor, you can contact Student Insurance for assistance.