

WHO'S WHO AT IEC@DVC

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International Education Center at Diablo Valley College

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Session I 8:30-9:20 9:30-10:20	Reading Writing Grammar (R/W/G)	Reading Writing Grammar (R/W/G)	Reading Writing Grammar (R/W/G)	Reading Writing Grammar (R/W/G)	REAL WORLD FRIDAYS
Morning Session II 10:30-11:20	Reading Writing Grammar (R/W/G)	Reading Writing Grammar (R/W/G)	Reading Writing Grammar (R/W/G)	Reading Writing Grammar (R/W/G)	
Lunch	Monday – Thursday 11:30 - 12:30				
Afternoon Session I 12:30-1:20	Listening & Speaking (L/S)	Elective Class	Listening & Speaking (L/S)	Elective Class	
Afternoon Session II 1:30-2:20 2:30-3:20	Listening & Speaking (L/S)	Listening & Speaking (L/S)	Listening & Speaking (L/S)	Listening & Speaking (L/S)	

There are 6 levels at IEC: **Foundation, Intermediate A,B,C, and Advanced A and B**. Each level runs for 8 weeks. Students are encourage to enter at the beginning of the 8 week session.

If a student completes IEC Advanced B level, s/he may enter DVC without a TOEFL score. In order to pass Advanced B, students must attend for 8 weeks. All the students are given an assessment during orientation. Based on their results, students are placed in the appropriate level.

INTERNATIONAL EDUCATION CENTER at DIABLO VALLEY COLLEGE
(Intensive English Program)



2011 Academic Calendar

Session 1 January 5 - February 24 (January 31 mid-session start date)

		Session 1 orientation: Jan 3 & 4
January 5	Wednesday, classes begin	Mid-session orientation: Jan 24 & 25
January 27	1/2 day for continuing students	
January 31	Monday, mid-session class start date	
February 21	Monday, President Day (no classes)	
February 24	Thursday, classes finish	

Session 2 February 28 - April 20

		Session 2 orientation: Feb 22 & 25
February 28	Monday, classes begin	
April 19	Tuesday, classes finish	
April 21-22	Thursday and Friday, Spring Break Holiday (no classes)	

Session 3 April 25 - June 16

		Session 3 orientation: April 18 & 19
April 25	Monday, classes begin	
May 19	1/2 day	
May 30	Monday, Memorial Day Holiday (no classes)	
June 16	Thursday, classes finish	

Session 4 June 20 - August 11 (July 18 mid-session start date)

		Session 4 orientation: June 13 & 14
June 20	Monday, classes begin	Mid-session orientation: July 11 & 12
July 4	Monday, 4 th of July Holiday (no classes)	
July 14	1/2 day for continuing students	
July 18	Monday, mid-session class start date	
August 11	Thursday, last day of Session 4	

Inter-session classes: August 12 - 23

Session 5 August 29 - October 20 (September 26 mid-session start date)

		Session 5 orientation: Aug 24 & 25
August 29	Monday, classes begin	Mid-session orientation: Sept 19 & 20
September 5	Monday, Labor Day Holiday (no classes)	
September 22	1/2 day for continuing students	
September 26	Monday, mid-session class start date	
October 20	Thursday, classes finish	

Session 6 October 24 - December 15

		Session 6 orientation: Oct 17 & 18
October 24	Monday, classes begin	
November 17	1/2 day	
Nov 24 & 25	Thursday and Friday, Thanksgiving Holiday (no classes)	
December 15	Thursday, classes finish	

Session Break: December 16, 2011 - January 2, 2012

Returning students: January 5, 2012

Session 1, 2012 January 5 - February 23 (Jan 30 mid-session start date) Session 1 orientation: Jan 3 & 4

A. MISSION STATEMENT

The mission of the intensive English language program at the International Education Center at Diablo Valley College is to facilitate the acquisition of English for non-native speakers, to prepare them both linguistically and culturally for academic studies and success at the college and/or university level.

IEC@DVC aims to achieve this mission by:

1. Maximizing student learning through a student-centered approach to teaching English.
2. Designing class activities that aid the expansion and refinement of the four skills - reading, writing, listening and speaking.
3. Improving the study and higher-level thinking skills of our students.
4. Encouraging our students to develop academic and personal skills in cross-cultural relationships through the exploration of key people, places and ideas in American culture and other cultures.
5. Implementing select assessment tools for placement accuracy, verification of progress, and recognition of learning.
6. Providing both academic counseling and personal support.
7. Offering a variety of extracurricular activities.
8. Establishing policies that clearly define and regulate the efficient operation of the program.
9. Fostering a supportive, professional environment among faculty and administration.
10. Providing well-qualified instructors teaching in an intensive schedule.

B. Our Program

As stated in our Mission Statement, our program is designed to prepare you for academic and university programs. There are 6 levels (from Foundation to Advanced B) and each level is 8 weeks. When you are not in class, you will be doing homework, making friends, going on activities and trips and learning about life in the United States. Each week, you will be in class for up to 24 hours. You will be placed into a Reading, Writing and Grammar (RWG) Class and a Listening and Speaking (LS) Class. In some cases, your levels will be different. We refer to these cases as "split students". Students may find themselves taking only one core class during their last session.

During the first week of the session, you will sign up for an elective class. You may opt to NOT take an elective class. There is no discount in price if you do not sign up for an elective course. You may transfer in, transfer out or withdraw from an elective class during the 1st two weeks of the session. You must complete an Elective Change Form (found at Reception area) , get the appropriate signatures and turn in to IEC staff.

Many of you will move on to Diablo Valley College (DVC) when you finish our program. There are two ways to enter DVC:

1. If you successfully complete the 8-week Advanced B Level (both RWG and LS core classes), or
2. If you take the TOEFL and receive a score of 500 (paper-based test), 61 (IBT) or IELTS and receive a score with a minimum bandwidth of 5.5 and no individual score less than 5.0 or take the ITEP with a minimum score of 4 and complete your current IEC@DVC level, you may enter DVC.
3. For those students finishing IEC at the end of Session 1 or Session 5, you may register for short-term classes at DVC. Please note that the selection of short-term classes is limited and that they fill up early.
 - a. Early in the session, complete and submit to International Student Admissions and Services (ISAS) at DVC a DVC application.
 - b. Go online www.dvc.edu and look for short-term classes that you are interested in taking.
 - c. Check to see if there are any pre-requisites.
 - d. Submit the list of classes (with your full name, DVC ID#, class name, section number, dates and time) to the Director for approval.
 - e. If approved, the list will be sent to ISAS and they will register you for classes. You are then responsible to pay for the classes.
 - f. If you do not pass Advanced B, you will be "un-registered" from any classes at DVC.
4. In some cases, we will allow students in Advanced B to take approved classes concurrently (at the same time) at DVC. If you are interested in this option, please speak with IEC staff.
5. In the situations outlined in #3 and #4 above, the students' primary responsibility is to classes at IEC. You are still on an IEC I-20 and must meet all visa regulations.

C. Expectations of YOU the student

Together the students, teachers and staff of the International Education Center at Diablo Valley College form a very strong team. In order for us to be the best team possible, we expect the following from students:

1. That you come to class on time
2. That you tell the teacher or staff in advance if you will be absent
3. That you find out what work you missed and complete it
4. That you participate in class
5. That you discuss any problems or concerns with your teachers
6. That you treat everyone: teachers, staff and fellow students, with respect
7. That you try the very best that you can
8. That you take responsibility for your own learning
9. That you let us know how we can better meet your expectations!

IEC@DVC reserves the right to ask any student to leave the program for disciplinary problems or disruptive behavior. If IEC@DVC asks you to leave, the refund policy is the same as stated on Section I of this handbook.

D. Levels

In order to determine the appropriate level, entering students are assessed in 3 ways: a standardized test (listening, grammar and reading skills), a writing sample and an oral interview. If you feel that you are NOT in the correct level, it is your responsibility to speak with your instructors. The faculty and Director will assess entering students during the 1st two weeks of the program and make any needed level changes. No changes will be made after the 2nd week of class.

Each instructor has their own teaching style. Students should be open-minded and embrace different styles; this is preparation for academic studies in the U.S. Generally, we will NOT move students because of a teacher's "style". Any changes will be handled on a case-by-case basis. Returning students may submit a written request for an instructor, but there is no guarantee that it will be honored.

Sometimes students feel that they can "skip" a level. Students meeting the requirements may take the skip test on the scheduled day. If they place into a higher level, they may enter that class. They will be monitored closely for the 1st two weeks to make sure that they can succeed at that level. Students cannot skip Advanced B level. To be eligible, students must:

- Receive an 'A' in both core classes (RWG and LS) and
- Have permission from their core class instructors.
- In the case of a split level, a student may take the skip test if they have an 'A' in the lower level core class and they are attempting to skip from that lower level.

Your instructors are always the 1st people that you should talk with about levels and your academic work in general. Only after speaking with your instructors should you speak with the Director.

E. Classroom Evaluation & Communication

1. Our grading scale is A, B, C or NP. In order to pass a level, you need to have a grade of "C" or better.
2. Your performance will be evaluated in various ways, including homework, quizzes, tests, and participation in class.
3. Students will receive a Mid-term Grade Report at week 4. This will show your progress in passing the level.
4. You will receive a printed Final Grade Report at the end of each 8-week session. This will indicate if you have passed the level or if you need to continue at the same level.
5. Teachers will explain all homework and their grading system.
6. A missed assignment will be averaged into your grade as a "0".
7. Homework must be handed in on time. If you do not do your homework, your teacher may ask you to leave class.
8. If you fail a level twice, you may not be permitted to continue in the program. If you wish to appeal such a decision, you may present your case in writing to the IEC@DVC Director for reconsideration. You will be given the same opportunity of appeal as regular Diablo Valley College students. Whether you are asked to leave or you leave voluntarily under these circumstances, you will receive no refund.
9. We encourage you to use an English-English dictionary. Your teachers may forbid the use of a native language dictionary or an electronic translator.
10. Copying and plagiarism is a very serious offense in the United States. Copying on a test or from another student's finished assignment or plagiarism on graded work or papers may result in a grade of "0". For more information on plagiarism and other types of academic dishonesty please see <http://www.dvc.edu/org/info/policies/academic-dishonesty.htm>
11. Many teachers will depend on email for communication with students. We recommend that you sign up for a local account. (There are sometimes problems with email accounts from other countries (example: naver, yahoo.co.jp, etc.). Gmail, AOL, yahoo, and hotmail all offer free accounts. It is your responsibility to check email regularly.

F. Attendance

1. We recognize that by enrolling in this program you are declaring a desire to improve your English language skills and your intent to participate by regularly attending classes.
2. IEC@DVC follows a strict attendance policy and defines our full-time program as attending a minimum of 80% of each core class. Falling below the 80% attendance mark will affect F-1 visa status as students must be attending a full-time program. Department of Homeland Security (DHS) regulations require each program to

indicate if students are in-status. Any violations of status, may result in IEC@DVC asking you to withdraw from our program; forfeiting paid tuition; and being forced to leave the U.S. immediately.

3. A maximum of 20% class absence is currently calculated at 19 hours in R/W/G and 16 hours in L/S. This includes sickness as well as personal reasons, such as taking driver license tests and trips to the consulate. Students are responsible for completing all assignments and coursework. Contact your instructor or staff at IEC to inform us of your absence and get the homework from a classmate.
 - a. Major medical, dental or personal emergencies that require missing more than the 20% will be handled on a case-by-case basis. A written contract will be required. Students must complete all the coursework.
 - b. If you enter class late (10 minutes or less) you will be marked tardy. Three such tardies will count as one hour missed. However, being more than 10 minutes late counts as one hour missed. This policy also includes returning from breaks on time.
4. Teachers submit attendance sheets to IEC staff every 2 weeks (Thursday). Students will receive a series of warnings regarding their attendance. While staff will send attendance warnings by email, following the attendance policy is the student's responsibility.
 - a. Upon reaching 10% class absence, the student will be contacted by IEC staff. He or she will be warned about the number of absences.
 - b. Upon reaching 15% class absence, the students will be given a 2nd warning by email or will be contacted by phone.
 - c. When the student surpasses the 20% class absence amount, he/she will meet with the Director and be asked to leave the program. In the case where a personal meeting is not possible, the student will be notified by email.
5. Students with perfect attendance (100%) in core and elective classes will receive the "Perfect Attendance Certificate" at the awards ceremony at the end of the session. (3 tardies will disqualify you from this award.)

G. Duration

IEC has start dates every 8 weeks (except for a few select dates). Students who start on mid-session start dates will follow the session system. The minimum period of enrollment for continuing students (non-group programs) is 8 weeks. A minimum of 8 weeks of study is required to complete the Advanced B course.

H. Payment

Payment is made per published session. All tuition and fees must be paid by the end of the first week of class. A late fee will be added to payments received after that date. IEC accepts credit card, check, wire transfer, traveler's check or cash. The prices for 12 weeks or longer include a discount. The discount is available only if the entire amount is paid on or before the beginning of the program. If a check is returned due to insufficient funds (a bounced check), you will be charged a \$25 fee. The subsequent payment must be paid in a different form.

I. Refunds

Refund requests must be made in writing by the first day of a session. Unused tuition will be refunded if a request is made as outlined. Any change in the length of program must be made in writing before the beginning of the next session. If IEC@DVC asks the student to leave, the same refund policy applies. It takes 2 to 3 weeks for IEC to process your refund. Student must inform IEC staff about the mailing address of the refund. Application fee is non-refundable.

J. Teacher and Program Evaluations

At the end of each session, IEC@DVC will ask you to evaluate your teachers, the administration and the program in general. These evaluations are anonymous. Please be honest and direct. Your comments will help us improve our program. Also, at anytime during the session, if there are things that you don't agree with or don't understand, ask your teacher or the Director. We conduct exit interviews with the Advanced B students. This is an opportunity to share comments and suggestions as you leave our program.

K. Books & Materials

All students must purchase the required books for their levels. IEC staff will accompany students to purchase the books at the DVC Bookstore. Expect to pay between \$60 and \$80 for books per session. Please note that some books are used in more than one level. Keep your books in good condition and you will have the opportunity to sell your books back to the bookstore at the end of the session! You may also purchase your books at other stores or online.

Level	R/W/G	L/S
Foundation	Focus on Grammar 2	Heinle Picture Dictionary Interactions Access
Int. A	Focus on Grammar 3 (green) North Star Basic (blue)	Interactions 1
Int. B	Focus on Grammar 4 (purple) North Star Intermediate (green)	Interactions 2
Int. C	Focus on Grammar 4 (purple) North Star High Intermediate (purple)	Northstar (purple) chapters 1 - 5
Advanced A	Focus on Grammar 5 (red) North Star High Intermediate (purple)	Northstar (purple) chapters 6 -10
Advanced B	Focus on Grammar 5 (red) North Star Advanced (red) Pocket Keys for Writers	Northstar (red)

L. Computer Center Student Guidelines

- ◆ Do NOT bring food or drink into the computer center.
- ◆ Do NOT install or download any games, programs or software of any kind on the computers without permission from IEC@DVC.
- ◆ Be fair! Observe the 15-minute time limit when lab is busy.
- ◆ The printer in the lab is ONLY for your homework. DO NOT print web pages or your email that are for personal use.
- ◆ Viewing objectionable material (acts of violence and/or pornography, etc.) at any time in the computer center is NOT ALLOWED.
- ◆ You have access to all the computers at Diablo Valley College. You are part of the DVC community when you study at IEC@DVC.
- ◆ IEC is a wireless building. Bring your laptops and log on. See a student worker for the log-in information.

M. Advising and Counseling

We are here to help you achieve your academic goals. During the semester, we offer counseling sessions for those students going to DVC. We will also assist you if you are interested in applying to other schools. Each university and college in the United States sets its own admissions guidelines. This can make our system quite confusing. Ask any member of the staff for assistance in applying to or researching different academic programs.

N. Activities

Participating in activities is the perfect complement to your classes. You will have fun, meet other students, and improve your English. We have a wide range of activities planned for you. If you have suggestions or comments about the activities, please contact the activities coordinator. We will ask you to sign up and in some cases pay on a date before the activity. This is so we can make arrangements for a definite number of students. Unfortunately, if you don't sign up by the deadline, you won't be able to join us!

O. Homestay & Housing

If you will live in a homestay, you will receive specific information about your family from Diablo Valley Homestay (www.diablovalleyhomestay.com). Please read the information carefully. If you have any concerns, talk with Fia Parker info@diablovalleyhomestay.com; 925 876 0080 immediately. If you are looking for an apartment and other housing options in the area, Diablo Valley Homestay staff can assist you.

P. Immigration & Visa Issues

While you are studying at IEC@DVC, you must follow the regulations for the type of visa that you were issued. If you have any questions regarding your visa or your eligibility to study in our program, you should talk immediately to the IEC@DVC

Director or IEC staff. It is YOUR responsibility to understand and follow the visa regulations. For those students on an F-1, student visa:

- IEC will register all students in SEVIS at the beginning of each session. We will give new and transfer students an I-20 which shows "continued attendance". Continuing students will be registered but will NOT receive a new I-20 each session. Keep your I-20 in a safe place and never throw away previously used I-20s.
- In order to remain in-status, you must attend IEC full-time, which we define as a minimum of 80% attendance.
- DHS requires students to notify their program within 10 days of changing an address. Fill out a change-of-address form at the reception area.
- Upon completion of a program, you have 60 days to be accepted into another program.
- If you leave and plan to re-enter the United States, you must bring your I-20 to IEC staff at least 10 days in advance for signature. (Page 3 must have a current signature from our DSO.)
- At the end of each session, you must inform IEC staff of your plans (return to IEC, return to your home country, transfer to another school, etc.).
- If you stop our program for any reason, DHS regulations state that you must leave the United States immediately.
- If you wish to transfer to another school or program, you must:
 - Apply to the new school and be accepted.
 - Request a transfer verification form and the acceptance letter from the new school that you wish to attend. It can be emailed or mailed to IEC or faxed to 925 676 4200.
 - Notify IEC staff of your plans. We will check your status and if eligible, we will transfer your SEVIS record to the program.
- Your passport must be valid at all times during your stay in the U.S. For passport renewal, contact your consulate ([see list of nearby consulates](#)). Do not wait until your passport expires!!

Q. Medical Insurance and Health Issues

Medical care in the United States is extremely expensive, so all F-1 students must have health insurance to cover the high cost of health care. You are required to have medical insurance while you are a student at IEC@DVC and until you transfer to another college or university. IEC students who are on student visa (F-1 visa) can purchase an insurance policy from Wells Fargo Student Insurance Services. For the 2010-2011 academic year, the insurance company is Humana-ChoiceCare Network . You can download the insurance booklet at (<http://www.iec-dvc.org/downloads/Medical-Insurance-Booklet-2011.pdf>). The minimum amount of time that a student can purchase insurance is for 8 weeks. Insurance payments must be made to IEC during the first week of class in every session. Students must pay a late fee of \$25 if payments are made past the deadline. These students must read the Insurance Policy carefully. They can find doctors and hospitals at <http://www.choicecarenetwork.com/> or by calling 1-877-877-

0715. To find participating pharmacies, students should go to <http://www.medco.com> or by calling 1-800-400-0136. If you already have insurance from your home country, you do not need to purchase insurance, but you must show us proof of insurance on orientation day. The insurance you purchase through IEC is effective on the first day of class and we recommend you buy travel insurance for the period you are not covered.

The major local hospitals are:

John Muir Medical Center Concord, 2540 East St. Concord
(925) 682-8200

John Muir Medical Center, 1601 Ygnacio Valley Rd, Walnut Creek
(925) 939-3000

Contra Costa Regional Medical Center, 2500 Alhambra Ave, Martinez
(925) 370-5000

A doctor's office near IEC: Dr. Kim, Paul H MD
Tel: (925) 288-0828
140 Gregory Ln, Ste 280, Pleasant Hill, CA 94523

A dental office near IEC: Leroy M. Shimizu, DDS
Tel: (925) 689-4404
401 Gregory Lane, Suite 226
Pleasant Hill, CA 94523

Please always call for an appointment and remember to bring your insurance card and insurance information when you go to see a doctor or a dentist.

R. Cars and Social Security Numbers

We know that many of you have or will have a car. There are a few things that you should keep in mind.

1. Have a valid driver's license! (It is illegal to drive without a license.)
2. Have automobile insurance! (It is illegal to drive without insurance.)
3. Register your car and get license plates!
4. Do NOT park in the first three rows in front of IEC@DVC. You can park in the 4th row or anywhere else in the parking lot.

1. Driver's License

DMV, Department of Motor Vehicle, is the entity that issues California driver's licenses. If you are going to stay in California for a long time, you have to get a CA license. You can only drive with your international driver license for 10 days. To get a license, you need your passport and your I-20. The nearest DMV office is located at 2070 Diamond Boulevard, Concord CA 94520 Phone: 1-800-777-0133. Their website is www.dmv.ca.gov. The offices are usually closed on Fridays so check the schedule on the website before you go there.

The process of getting a driver license is:

- ◆ Fill out an application form at DMV
- ◆ Pay a fee
- ◆ Do a vision test
- ◆ Study the book, which can be picked up for free at the DMV office
- ◆ Take the written test
- ◆ When you pass the written test, you will receive a permit. You can only drive if the person next to you is at least 25 years old and has a CA driver's license
- ◆ Schedule your road test (same as behind-the-wheel test)
- ◆ The examiner will immediately tell you if you passed the test or not
- ◆ You can only drive alone when you have your license

To go to the DMV office from DVC, you have two options. You can take the bus# 20 at DVC, exit at the corner of Willow Pass Road and Diamond Blvd and walk about $\frac{1}{2}$ mile. The other route is to take the bus #20 at DVC towards the Concord BART station and then transfer to the bus # 19, which will drop you off in front of the DMV office. The test is available in English and many other languages.

Department of Motor Vehicles

2070 Diamond Boulevard

Concord, CA 94520

Toll free number: 1-800-777-0133

Website: www.dmv.ca.gov

2. Social Security Number (SSN)

In general, IEC students are not eligible for a social security number. For identification purposes you will use your passport, Form I-20 and Form I-94. You do not need a Social Security number to conduct business with a bank, register for school or apply for educational tests. You cannot get a Social Security number for the sole purpose of obtaining a driver license (refer to http://ssa-custhelp.ssa.gov/cgi-bin/ssa.cfg/php/enduser/std_adp.php?p_faqid=83)

For banks, landlords, and other organizations who ask for a Social Security number, IEC may issue a letter that confirms your enrollment in our program.

S. Money and Banking

There are two basic kinds of accounts: checking accounts, for payments of regular bills and needs; and saving accounts for money that you do not need to use immediately and you can earn interest. Banks also offer a variety of other types of accounts and financial services. Before you open an account at a bank, be sure to visit several banks to compare their services and fees.

After opening a checking account you may be given a book of temporary checks, but you should order checks with your name and local address on them. Most businesses will only accept a check that has the printed information. Never sign (or endorse) a check before you are ready to use it, since it can be cashed by anyone if your signature is on the back. Most merchants require that you show one or two pieces of photo ID to accept your check. These can be a California Driver's License or Identity Card, a passport, or other official ID. Merchants near campus may accept a DVC student photo ID card.

We invite local banks to come during Orientation. This is a good opportunity to talk with bank representatives and learn the differences between different bank services. Consider the following questions when selecting a bank:

1. How close is the bank to my home?
2. Do they have fees for a checking account?
3. Can I check my account online?
4. How can my parents send money to my account?

LOCAL BANKS (Listed according to their proximity to IEC@DVC)	
Citibank	700 Contra Costa Blvd. Pleasant Hill, CA 94523; Tel: (925) 686-3200
Wells Fargo	699 Contra Costa Blvd. Pleasant Hill, CA 94523; Tel: (925) 671-1563 Inside Safeway, 1978 Contra Costa Blvd. Tel: (925) 671-0199
Bank of America	2178 Contra Costa Blvd. Pleasant Hill, CA 94523; Tel: (925) 682-4644
Washington Mutual, Inc.	1898 Contra Costa Blvd, Pleasant Hill, CA 94523; Tel: (925) 798-9612
Union Bank of California	1902 Contra Costa Blvd, Pleasant Hill, CA 94523 Tel: (925) 687-7500
Bank of the West	1969 Diamond Blvd. Concord, CA 94520; Tel: (925) 689-4410
First Bank of California	2395 Willow Pass Road Concord, CA 94520; Tel: (925) 689-9100
Westamerica Bank	2400 Willow Pass Road Concord, CA 94519; Tel: (925) 688-0808

T. Bus, Phone Cards and Internet

Bus Pass

The bus company that runs in this area is called County Connection. You can buy a bus pass at DVC Book Center. To find prices and schedules, please go to www.cccta.org

Telephone Cards

Calling internationally can be very expensive especially if you call from your cell phone. The best option is to buy a phone card. The best store to find phone cards is 7-11 (<http://www.7-eleven.com>). Seven eleven is a convenience store located 17 Golf Club Road near Citibank. They sell phone cards for as little as \$5.

Safety

Pleasant Hill is a pretty safe city but you should always be aware of your surroundings. When you leave your house make sure your door is locked and windows are closed as well. In case of emergency, dial 911. For non-emergency calls, dial the Pleasant Hill Police at 925 288-4600.

Internet Safety

Facebook is a social network and is widely known and used in the United States. Do not disclose all your personal information. Learn how to adjust settings to keep your information as private as possible. Also, Craigslist (www.craigslist.org) is a website used for buying and selling goods as well as social network. Be careful if you do any type of business with strangers.

U. And Finally

We want you to have the best experience possible. We are here to help you.

If you have a question: Ask!

If you have a problem: Talk to us!

If you don't like something: Tell us!

If you do like something: Let us know!

For any emergency, dial 911 on your telephone.

Call IEC@DVC (925 676 4600) immediately for any problems. For emergencies between 5:00 p.m. and 8:00 a.m., call the Director (Sally Conover) at 925 256 4622 or 925 381 6291.