

COMMONLY ASKED QUESTIONS:

MAINTAINING YOUR STATUS

Can I go back to my home country?

You may go back to your home country while the campus remains closed and we are remote learning. You can either attend classes and stay in active status or drop all your classes and your I-20 will be terminated. We need you to 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.

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

This may change, but at this time, 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 form here: <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.

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 don't know how to contact ISP

Virtual Front Desk is open Monday-Friday 8:00am – 4:30pm <https://cccconfer.zoom.us/j/5192469036> or Please go to our webpage to find our emails: <https://www.mtsac.edu/international/contact.html> or email f1visa@mtsac.edu

Can I talk to an academic counselor?

Yes! Your counselors are available remote : <https://www.mtsac.edu/international/contact.html> . You can now schedule your own appointments <https://esars2012.mtsac.edu/appointments/international>

Can I come to the campus to talk to you?

No. There is no staff at the campus. Please chat with us through Zoom <https://cccconfer.zoom.us/j/5192469036> or email us at f1visa@mtsac.edu or contact your DSO directly <https://www.mtsac.edu/international/contact.html>

If I have a lab that is held on campus, do I need a parking pass for the Fall semester?

No, as long as you park in a student lot, you will not be ticketed.

How can I obtain a refund?

Make sure that you make a refund selection in your portal. Make sure you go to “manage my refunds” in your student tab to set up your refund.

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 Spring 2021. 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 Fall 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

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

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.