

International Guidebook

UCA

Letter from the President for UCA International Guidebook:

The University of Central Arkansas Division of International Engagement and the Office of the President welcome you to the United States and to UCA!

At UCA, we are guided by our dedication to academic vitality, integrity, and diversity. Our UCA community is built on tolerance, and we value the opportunity to work, learn, and develop in a place that embraces the diversity of ideas, people, and perspectives.

Some of you have already spent a great deal of time in the United States, but many of you are here for the first time. We understand the anxieties you may experience coming to a society and culture that may be quite different from your own, and we are here to help. We go above and beyond to help all of our students, faculty, and staff succeed.

As you adjust to life at UCA, your sponsoring department will be able to assist you with many practical matters. Additionally, this handbook provides important information for living in the United States, and, specifically, the state of Arkansas. We hope you will find the information in this handbook to be useful as you get settled in your new surroundings.

Welcome to the UCA family! We're happy you're here.

Go Bears!

President Houston D. Davis

Housing

Useful Tools -

Best Places: <https://www.bestplaces.net/>

Rent.com: www.rent.com

Realtor.com: <https://www.realtor.com/>

Zillow.com: <https://www.zillow.com/>

ForRentUniversity.com: <https://www.forrentuniversity.com/>

Travel and Transportation

Driving -

If you will be driving a car in the United States, you must have a valid driver's license. You should also be aware that the rules for driving in the U.S. may be very different from the rules in your home country. Knowing these rules is truly a matter of life or death. Even if you are an experienced driver, you need to make yourself aware of the differences between American driving rules and those of your home country. **Please do not drive without a valid driver's license and until you understand the rules thoroughly.**

The link below is for the Arkansas Department of Finance and Administration Driver Services' website. Many of your questions about driving requirements in the State of Arkansas can be answered here. Or by calling (501) 371-5581.

<https://www.dfa.arkansas.gov/driver-services/>

You can find an Arkansas Driver's License Study Guide and practice test online thru the Arkansas State Police.

Local Transportation -

You can fly from this airport to larger cities for connecting flights. Airlines flying in and out of this airport includes:

Most states change to Daylight Saving Time during the Spring, and it lasts until Fall.

With a savings account you can-
earn a small amount of interest
usually deposit and withdraw money from a savings account as you wish,
although some banks have limits on the amount of transactions during a month
or quarter.

Currency

American Currency -

Based on the decimal system with 100 cents being equal to one dollar
Currency is issued in coins or bills.

The names and values of the coins are as follows:

Penny	1 cent	The only copper colored coin
Nickel	5 cents	Larger than a penny
Dime	10 cents	The smallest coin
Quarter	25 cents	Larger than a nickel
Half-dollar	50 cents	Larger than a quarter; rarely used
Silver Dollar	\$1 dollar	The largest coin; rarely used

Utilities

Conway Corporation -

The city-owned electric, water, wastewater, cable television, broadband Internet, and telephone services **within the city limits**.

650 Locust Street

(501) 450-6000

www.conwaycorp.com

Natural Gas -

817 North Creek Drive

Conway, AR 72032

Phone: (800) 992-7552

www.centerpointenergy.com

Entergy (electricity) -

112 Oak Street

Conway, AR 72032

Phone: (800) 368-3749

www.entergy-arkansas.com

**Outside the city limits

Please note: When securing these services some companies may require a monetary deposit before services will be provided.

Sanitation and Recycling -

Conway Sanitation provides a 96-gallon trash container to each home within the city limits.

Also has convenient and free curbside recycling program.

Co-mingled program, meaning all recyclables -with the exception of glass – can be mixed together in a blue, city-provided, recycling cart.

A recycling 0 1 pW4 624.t0 612 792 reW92 reW* nBT/F2 24()JTJETQ EMC 4t00912 0 612 79

You will need to make a number of choices such as which local telephone service you want and which long distance. Here are a couple of companies-

Conway Corporation
650 Locust Street
(501) 450-600
www.conwaycorp.com

ATT
2170 Harkrider Street
(501) 513-2277
www.att.com

Cellular Service (Mobile Phone) -

The **yellow** pages list businesses, stores, industries and individuals alphabetically according to their category of service, such as “Laundromats”, “TV Equipment”, “Dentists”, etc.
On campus directory assistance: Dial 450-5000

Healthcare

Hospitals and Doctors -

It is a good idea to establish contact with a physician and dentist when you arrive here,

Urgent Care Facilities -

Urgent care is a type of walk-in clinic focused on the delivery of ambulatory care in a dedicated medical facility outside of a traditional emergency department (emergency room). Urgent care facilities provide a beneficial service for those who need treatment on the weekend or in the evening when their traditional doctor is unavailable.

Sherwood Urgent Care (2 locations in Conway) <https://www.urgentteam.com/sherwood-urgent-care>

Med Express Urgent Care (1 location in Conway)
https://www.medexpress.com/location/ar/conway/cwa/?utm_source=yext&utm_medium=organic&utm_campaign=Evergreen

Prime Care Medical Clinic (2 locations in Conway)

Maternity Care -

There are obstetricians—specialists in pregnancy care—and general practitioners who

Arkansas State Income Tax information:

Website: <https://www.dfa.arkansas.gov/income-tax/individual-income-tax/faq/>

Email: individual.income@dfa.arkansas.gov

Phone number: 501-682-1100

Faulkner County Taxes:

Tax Collector

Tax Assessor

Westerners generally have a larger personal space than people from other parts of the world.

You should refrain from physical

Gender -

Women in the U.S. have come a long way in acquiring a status equal to men, and many hold positions of leadership in business, medicine, law, education and government, earning respect and admiration from others. Most women will not resent men who show

the salad plate and the next course should be eaten with the fork now furthest from your plate. Generally that leaves the last one for dessert.

If you should need an item from across the table (salt/pepper, butter, etc.), do not reach across to get it, but ask for someone to pass it to you. Do not talk with food in your mouth. Do not slurp or burp at the table; Americans consider this impolite. Turn off your cell phone or do not bring it to the table. If you need to excuse yourself from the table momentarily, say "Excuse me for a moment." and slide your chair back from the table. If possible (not conflicting with your religion or values), try everything on your plate. You do not have to finish it. Do not ask for anything that has not been served.

Most Americans hold their fork in their dominant hand (most people are right-handed), and then transfer it to their other hand to cut meat while holding the knife in their dominant hand. They lay the knife down when done and transfer the fork back to their dominant hand.

This YouTube video provides information on American dining etiquette-

https://www.youtube.com/watch?v=rN_YVjEZ1zc

Tipping -

There are a number of circumstances in the U.S. when tipping (a percentage of the total bill left or given, at time of service, as a gratuity for the person providing the service) is not only encouraged, it is expected. Many service personnel who work in the U.S. depend on tips for the majority of their income.

Expected tips and circumstances are as follows:

Porters at airports, train or bus stations: \$1.00 per piece of luggage

received the level of service you expected. This will communicate your dissatisfaction without completely disregarding the service.

Never offer a tip to public officials, including police officers

Smoking/Alcohol/Marijuana -

The number of cigarette smokers in the U.S. continues to drop. More than half of all states have banned smoking in enclosed public places. If you smoke, be sure to check the laws in your area to avoid legal consequences.

UCA's campus is tobacco-free. The Board of Trustees approved a policy that mirrors the state law that prohibits tobacco products on all state-supported institutions of higher education. The use of tobacco products will not be allowed on the grounds, in any vehicle owned or leased by the university and all university-owned buildings including off-campus housing. The ban includes smokeless tobacco products (including vaporizers

Eye Contact -

In combination with facial expression, we use eye contact to provide important social and emotional information to those around us. In some cultures, direct eye contact communicates rudeness and aggression, while in others it means the complete opposite. In the U.S. eye contact is used to establish interest or attention and to communicate sincerity and authenticity.

Depending on the situation, different rules apply. For example, in an elevator or on the street, people generally do not make eye contact for more than a second, if at all. When holding a general conversation, make visual contact for a few seconds and then periodically break it. People often look away when gathering their thoughts or thinking about what to say and then re-establish eye contact when they begin to express their thoughts. As a listener, you should maintain more eye contact than you do when talking; it communicates your interest in what the speaker has to say.

In the U.S., establishing eye contact when you meet someone is highly regarded. It demonstrates interest and attention, and helps you in committing their name and face to memory.

Non-Verbal Communication -

Nonverbal communication is the sending or receiving of messages without using words. The term *body language* describes this type of silent communication. Some forms of nonverbal communication include expression, posture, gesture or eye contact.

American sayings -

Slang

The informal words and expressions we refer to as *slang* often derive from more formal language that has undergone abbreviation or popularization to some degree. Slang often purposefully excludes those not considered part of a particular subgroup.

See a few examples of common *slang* from American culture below:

airhead (stupid person)	gross (disgusting)
beat (exhausted, tired)	guts (courage)
big mouth (talk too much)	I.D. (identification)
in (fashionable)	glitch (defect)
bombed (intoxicated)	jam (trouble)
booze (alcohol)	john (bathroom)

break (opportunity)
bummed (depressed)

veg out (relax and do nothing)

Pronunciation causes the same words to sound different based on how someone pronounces them. In the South, the words “pin” and “pen” sound identical, and in the Northeast you might not hear the “r” in the word “car,” or you might hear a blurred “w” sound instead!

Some suggestions for Little Rock Food & Drink -

Spring: Toad Suck Daze

Summer: Arkansas Shakespeare Theatre

UCA Athletics - UCA has a variety of athletic events that community members attend as spectators, from beach volleyball to football. The full list of teams and game schedules is available online. Faculty and staff are eligible for free tickets to most games. (<https://uca.edu/athletics/>)

Central Arkansas Activities

Entertainment

Oaklawn Racing & Gaming

Arkansas has mild weather most of the year, but can experience very hot and humid summers (June - August) with temperatures reaching over 100F. During these months it is important to stay hydrated and drink plenty of water. Spring (March-May) is the wettest season and carries the highest chances of severe weather.

Severe thunderstorms are possible any time of year in Arkansas but are more frequent in the spring months and November. Storms can produce large hail capable of injuring those outdoors and produce winds strong enough to cause damage to buildings and topple trees. It is important to seek shelter indoors during a severe thunderstorm.

Tornadoes are possible at any time of the year in Arkansas but are more frequent in spring and November. A tornado is a rapidly rotating column of air that is in contact with the ground. They can destroy large buildings, uproot trees and hurl vehicles hundreds of yards.

When a tornado *watch* is issued it means the weather is capable of producing a tornado. When a tornado *warning* is issued it means a tornado has been spotted.

Being struck by flying debris is the biggest threat from tornadoes. When sheltering from a tornado, go to the lowest level of a building and away from windows and exterior walls. Each residential hall on campus has a designated shelter area. Other shelter areas on campus include basements in the following buildings: Burdick, Old Main, Student Center, and Lewis Science Center.

Flooding can occur in Arkansas anytime but is more likely during late spring and in the winter. This means a large amount of rain has fallen in a short amount of time. If you are driving and come across a flooded section of road, it is important to remember TURN AROUND, DON'T DROWN. During floods, sections of road can be washed away, causing your vehicle to get stuck in dangerous waters. Do not

How to receive Weather Alerts: Arkansas' weather can be followed by downloading a weather application on your mobile phone or by

Counseling Services -

