



International Student & Scholar Services Office

Marillac Hall Rm 210

Phone: 718-990-6083

E-mail: ISS@stjohns.edu

8000 Utopia Parkway
Queens, NY 11439
iss.stjohns.edu

General Information

The International Student & Scholar Services Office (ISSSO) is the first place to contact whenever you need help or information during your stay in the United States and at St. John's University. We are here to help you with all matters of special concern to you and to refer you to other university services. Think of us as your "home away from home".

Our office acts as the university liaison with the U.S. Citizenship and Immigration Services (USCIS) and the U.S. Department of State. It provides you with the information you need to maintain lawful status while you are in the United States and answers any immigration questions you may have.

We organize a variety of informational programs to meet your needs, and we work with Student Affairs on social activities to get you involved in university life.

Our staff is always available to listen and help you with the daily challenges that are part of being far away from home. We understand your needs and concerns and are committed to helping you make the most of your international educational experience at St. John's University! Advisors are available for emergency "walk-ins" and for scheduled appointments.

Queens Campus:

Marillac Hall, Room 210

Phone: (718) 990-6083

E-mail: iss@stjohns.edu

24-hour emergency hotline: (718) 990-5252

Schedule an appointment with an advisor at www.stjohns.edu/isssoappt

Hours of Operation

Monday – Thursday: 8:30 am – 4:30 pm

Friday: 8:30 am – 3:00 pm (during regular semester)

*Closed on Friday's during the summer

Walk in Hours

Mondays & Thursdays: 1:00 PM – 4:00 PM

Tuesdays & Fridays: 9:00 AM – 12:00 PM

Frequently Asked Questions

Why do I have a hold from the International Student and Scholar Services Office on my account?

As a new international student to St. John's University you are officially required to “virtually” check-in with our office via our [website](#). You should have received an email about check in already. If you experience trouble virtually checking in, email iss@stjohns.edu.

I am going to live on campus, where do I go to find out where I will be living?

- Office of Residence Life; Donovan Hall, C-16; Phone (718) 990-2417

Where can I go on-campus to pay my tuition bill for the semester?

- Office of Student Financial Services; Bent Hall—Ground Hall; Phone (718)990-2000; Email: studentfinancialserv@stjohns.edu. You should have received an email about paying your tuition online.

How do I change my address online?

By logging into your newUIS (University Information System) account via signon.stjohns.edu, you can update your address. You are also required to submit changes of address to the ISSSO within 10 days of moving. If you have problems logging into my newUIS Account, then you will need to contact the Office of Information Technology; Phone (718) 990-5000. The Registrars office can also help you update your address.

How do I get a social security number?

You will need to have a job in order to apply for and get a social security number. On-campus job postings are listed [here](#). International students are not eligible for [off-campus employment](#) until you’ve been in the U.S. for one academic year.

Are there any Graduate Assistantship positions in the International Student and Scholar Services Office?

Unfortunately, we do not. You will need to contact your academic department regarding these.

Do I have to get permission to work on-campus?

F-1 students can automatically work on campus. Only if you are here in the US on a J-1 visa do you need to get permission to work on campus from the International Student and Scholar Services Office.

How do I get a Driver’s License?

Visit our [website](#) for instructions.

Where can I open a bank account?

You can request a letter from the International Student and Scholar Services Office to verify your local address if you are living on campus. To request a letter, please visit our [website](#). The following banks are close to campus:

- Citibank – 176-50 Union Turnpike or 168-48 Hillside Avenue; Phone (800) 627-3999.
- Chase Bank – 14417 Union Tpke; Phone (718) 380-1749 or 18715 Union Tpke; Phone (718) 454-4736
- TD Bank – 164-06 Union Turnpike; Phone (718) 380-0994

How do I register for classes?

By logging into your UIS account you can register for classes. In order to meet with your Academic Advisor, you will need to go to the appropriate office listed below:

- Freshman
 - St. John’s Center for Student Success; St. Augustine Hall (University Library) Room 104; Phone (718) 990-5858
- Transfer student

- Office of Transfer Student Services; Lourdes Hall; Phone (718) 990-2051 Email: transfers@stjohns.edu
- I am not a Freshman or a Transfer student
 - College of Pharmacy and Health Sciences; St. Albert Hall, Room 171; Phone (718) 990-6275
 - College of Professional Studies; St. Augustine Hall, Second Floor; Phone (718) 990-6414; Email: cpsadvisement@stjohns.edu
 - Law School; Law School Building; Phone (718) 990-6600
 - School of Education; Sullivan Hall, 5th Floor
 - St. John's College of Liberal Arts and Sciences; St. John Hall Room 145; Phone (718) 990-6271
 - The Peter J. Tobin School of Business
 - Queens Campus—Bent Hall, Room 111A; Phone (718) 990-6212
 - Manhattan Campus—101 Astor Place; Phone (212) 277-5198

Maintaining Your F-1 Student Status

Maintain full-time enrollment each semester

U.S. federal regulations require international students to pursue a full course of study during the Fall and Spring semesters. There are limited exceptions to the rule that require prior authorization from an International Student Advisor, including if you are in the last semester of your program, or have been approved for full-time equivalency by your department of study. If you need to drop below full-time, meet with an International Student Advisor to discuss your options. Failure to do so may result in a violation of your F-1 status.

***Undergraduate students must register and complete 12 credits (9 credits must be face-to-face or hybrid)**

***Graduate students must register and complete 9 credits (6 credits must be face-to-face or hybrid)**

Keep your passport valid at all times

You must have a valid passport. If your passport will expire, contact your country's embassy or consulate in the United States for information on renewing it.

Report address changes to the International Student and Scholar Services Office (ISSSO) within 10 days of moving

U.S. federal regulations require all F-1 students to report a change of address directly to the ISSSO within 10 days of change. The ISSSO is required to provide this and other student data to the federal government electronically. You can update your address with us on UIS through signon.stjohns.edu.

Make sure all information on your I-20 or DS-2019 is correct

Students are required to notify the ISSSO as soon as possible if there are any changes to the information on the I-20. Changes may include name, citizenship, degree level, major, and source of funding.

Notify ISSSO if there is a change in the "completion date" on your I-20

If you plan to complete your program before the date listed, you must notify the ISSSO of this change as it affects your legal stay in the U.S. If you cannot complete your program by the date listed, you will need to apply for an extension of your F-1 status BEFORE the completion date listed on the I-20. **DO NOT LET YOUR I-20 EXPIRE!!**

Do not accept unauthorized employment

F-1 students in good academic standing may work on-campus up to 20 hours per week when school is in session and full-time during official school breaks. These 20 hours include the work you do for an assistantship if you have one. You cannot work off-campus without PRIOR authorization from the ISSSO and the U.S. federal government.

Receive a signature on your I-20 or DS-2019 BEFORE traveling outside the United States

Request a travel signature on our website at iss.stjohns.edu, "travel checklist." If you will be traveling AND applying for a new visa, you will also want to request a letter via our website verifying that you are a full-time student.

File a federal income tax form for every year you are in the U.S., even if you did not receive any income

Studying in the United States

Here is some information to help you understand the American classroom

FORMALITY vs. INFORMALITY

- May seem less formal and more relaxed than in your country
- Professors and students may bring beverages to class or dress or sit informally
- Informality should not be confused with seriousness
- St. John's University is more formal than other universities
- It is not appropriate to address a professor or administrator by his or her first name unless that person has asked you to do so
- Address the professor as "Professor" or "Doctor" Smith
- Faculty and students treat each other with mutual respect

CLASS DYNAMICS

- At the beginning of the course, the professor usually hands out a "syllabus" with a description of the course, texts to be used, requirements (readings, tests, papers), policies (attendance), office hours, etc.
- Format = lecture/discussion which may not follow the textbook
- Textbook may be supplemental or secondary to the lecture
- Exams usually cover lectures and text
- You may not be reminded of requirements. This is considered to be your responsibility.
- It is important to develop good listening and note-taking skills
- Classroom participation (asking questions, discussion) is usually expected and highly encouraged
- If you don't understand, it is expected that you will ask questions. This demonstrates interest, not ignorance. You should, however, wait for the appropriate time to ask them. Often, a professor will ask for questions when s/he has made a major point
- Professors often use the Socratic Method of teaching- which involves a dialogue. The professor may ask a question which may or may not require a correct answer. The question serves as a beginning for the dialogue or discussion on a particular point. It is not an oral exam. Do not be afraid of offering your opinion, even if it is contrary to what is being discussed. The professors often encourage you to be critical and show thought.
- American higher education puts great emphasis on critical thinking and creativity. We want to see students using their minds in new and different ways.

RESPONSIBILITY

- You are responsible for your own life and thus, your education
- Professors are not your parents
- Attend classes, know what is expected of you and keep up with your work
- Ask for help when you need it. Everyone *wants* to help, but you must reach out for it
- We care about you as people, not just students. We want you to get the best help for whatever need you have. Sometimes we need to refer you to another office or even someone outside the university
- Don't keep serious problems to yourself. Personal problems can affect your academic performance and lead to more serious problems. Your confidence is respected

SOCIAL LIFE

- The American system of higher education believes that we learn and grow outside the classroom as well
- Getting involved in activities of interest to you, builds leadership and communication skills that are highly valued by professors and prospective employers
- Participation in campus activities is a good way to make friends, improve your English and make your time here more rewarding.

Health Insurance Overview for International Students

St. John's University wants to make sure all students have adequate health insurance coverage while studying at the University. All F1 & J1 **International students will receive a charge for student health insurance each semester on their student account. This is a mandatory charge.**

This insurance coverage for the **Fall** semester is from **August 15, 2025** through **August 14, 2026**. **The 2024-2025 annual cost for this coverage for graduate and undergraduate students is \$3,544.**

The **insurance covers** accidents, sickness, and emergencies. This insurance covers you if you get sick, have an accident, or have to go to the emergency room. The insurance can be used outside New York; anywhere you travel **except to your home country**.

The insurance company is **Aetna Student Health**. To find participating doctors and facilities go to <http://www.aetnastudenthealth.com/stjohns>. When you call to make an appointment, inform the office of your insurance and make sure that they continue to accept the plan.

The telephone number for the insurance company and to assist with coverage questions is as follows:

- Aetna Student Health: (866) 381-1529
- University Health Plans: (833) 251-1134

When you visit any doctor or hospital, make sure you show your insurance card. Some doctor's offices require you to pay out of pocket. If the doctor's office requires payment from you, make sure you get a receipt from the doctor's office. You can then submit a claim form along with your receipts to the insurance company and you will be reimbursed.

Prescription Drug Coverage:

Tier 1: \$15 copay

Tier 2: 20% coinsurance, depends on what type of prescription

Tier 3: 20% coinsurance, depends on what type of prescription

Coinsurance

The percentage of costs of a covered health care service you pay (15% in-network, 35% out of Network) after you've paid your deductible.

For the Aetna Student Health Insurance Plan:

- First, you pay a \$100 deductible (this is a one-time payment for the entire year)
- If an office visit is \$100
 - 15% coinsurance (in-network), you will pay \$15 (Aetna Student Health Insurance pays \$85)
 - 35% coinsurance (out of network), you will pay \$35 (Aetna Student Health Insurance pays \$65)

International students covered by a U.S. health insurance plan that meets all of the waiver requirements please contact University Health Plans at 833-251-1134 or info@univhealthplans.com to request an International Student Waiver Form (check [SJU website](#) for more information on the waiver process).

Important: If you are on campus and you are sick or need medical attention, please go to the **Health Office on the Queens Campus; which is located on the 1st Floor of DaSilva Hall.**

Insurance cards can be accessed online:

Get Your ID Card

Home | St. John's University > Members > Get Your ID Card

Get Your ID Card

Help us go green. Producing less plastic and paper helps our environment. We encourage students to print your Aetna medical insurance card via the form below or access your digital ID card on the Aetna HealthSM app, as Aetna is no longer issuing plastic or paper member ID cards and sending them in the mail for the majority of Student Health clients.

Please complete the fields below in the indicated format to access your Aetna Health insurance program member ID card, then use the print button. Please be sure that the ID number and date of birth you enter are the same as those on file with the school.

You will not be able to print your card until your plan's effective date.

* Student ID

* Date of Birth (MM/DD/YYYY)

 / /

Submit

To Find a Provider:



Select School | Your Member Website | Contact Us | Administrators

My School Find a Doctor, Hospital or Pharmacy Members Student Health Well-being

Save or see any provider -- it's your choice

1

Option 1

Visit your campus health center or a network provider**

Network providers work with Aetna to offer you rates that are often much lower than their regular fees. This helps you save. Your network provider will provide care and:

- Get approval from Aetna before giving you certain services***
- File claims for you

[Find a network provider >](#)

You can also request a printed directory. Visit our [Contact Us](#) page to call or email member services, and we'll send it to you.

2

Option 2

Go to a provider outside the network**

You can visit any licensed provider. Your out-of-network provider will provide care; however, you may be responsible to:

- Get approval from us before receiving certain services.***
- File your own claims.
- Pay the difference between the amount paid by your plan and the amount charged by your provider. This out-of-network option typically costs you more.

Please satisfy all financial obligations to the university as soon as possible. Be sure your local address is updated on UIS (signon.stjohns.edu). If you have any questions, please feel free to contact: **Student Financial Services, Tel: (718) 990-2000; Email: studentfinancialserv@stjohns.edu.**