

# International Student Resource Guide



**OFFICE OF INTERNATIONAL  
STUDENTS AND SCHOLARS**  
School of Global Studies and Partnerships

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## **I. International Students & Scholars Office**

The Office of International Students and Scholars (ISS) is here to assist the University and its international community in the appropriate application of federal regulations that affect this constituency, to facilitate the education and personal development of international students and scholars, and to assist with culture exchange and enrichment at Oklahoma State University and the Stillwater community. Our office hours are from Monday-Friday, 8:00 a.m.-12:00 p.m. and 1:00-5:00 p.m.

### **ISS Newsletter (Listserv)**

The ISS Office emails a weekly newsletter to all international students at OSU. This newsletter includes valuable information about programs, events, and requirements students need to be aware of during their time at OSU. If you do not receive the Listserv and would like to receive the email, please contact fill out the form in this link: <https://okstate.forms-db.com/view.php?id=459086>.

International Students & Scholars  
School of Global Studies and Partnerships  
Oklahoma State University  
309 Wes Watkins Center  
Stillwater, OK 74078  
Phone: 405-744-5459  
Fax: 405-744-8120  
Email: [iss@okstate.edu](mailto:iss@okstate.edu)  
Website: [iss.okstate.edu](http://iss.okstate.edu)

## **II. Health- Related Resources**

### **University Health Services**

University Health Services (UHS) is an outpatient ambulatory care facility designed to provide cost effective, physician directed, health care. All international students are required to have health insurance during their program of study at OSU. UHS offers services that include allergy/immunotherapy injections, general medicine, laboratory and radiology services, minor procedures, nutrition and dietetics, pharmacy, physicals, sports medicine, travel medicine, women's clinic and sexual health services, and more. All new students are required to submit an immunization and health history. For any questions relating health, please contact UHS.

University Health Services  
Oklahoma State University  
1202 W. Farm Rd.  
Stillwater, OK 74078  
Phone: 405-744-7665  
Website: <https://uhs.okstate.edu/>.

### **Payne County Health Department**

Payne County Health Department

1321 W. 7<sup>th</sup> Ave.

Stillwater, OK 74074

Phone: 405-372-8200

Website: <https://oklahoma.gov/health/county-health-departments/payne-county-health-department.html>

### **Stillwater Medical Center**

Please see the section “What to Do If You Get Sick,” on page 6, before going to Stillwater Medical Center as it is private health care and can be expensive even with insurance.

Stillwater Medical Center

1323 W. 6<sup>th</sup> Ave.

Stillwater, OK 74074

Phone: 405-372-1480

Website: [https://www.stillwater-medical.org/locations/stillwater-medical-center?utm\\_source=extnet&utm\\_medium=yext](https://www.stillwater-medical.org/locations/stillwater-medical-center?utm_source=extnet&utm_medium=yext)

### **Student Wellness at OSU**

Maintaining good health is a process that has physical, mental, emotional, and spiritual dimensions. OSU prioritizes the health of every individual on our campus and through OSU’s Department of Wellness, programs and services have been developed to help students stay as healthy as possible. Some of these services include, sports, gyms, student counseling, nutrition counseling, alcohol and substance abused aid, and more.

Department of Wellness

101 Colvin Center

Oklahoma State University

Phone: 405-744-5510

Website: <https://wellness.okstate.edu/>

### **Student Accessibility Services**

For students that need access to special accommodations and resources, please contact the Student Accessibility Services office.

University Health Services

1202 W. Farm Rd. Room #155

Stillwater, OK 74078

Phone: 405-744-7116

Fax: 405-744-1143

Website: <http://accessibility.okstate.edu/>

## **Health Insurance**

All international students at OSU are required to have insurance throughout their program of study. The cost of medical care in the United States is very high and insurance helps limit those costs. Waivers of this requirement are only allowed for those who have insurance granted by U.S. Employer plans and Governmental sponsored programs. If you are one of these students, please contact the ISS Office at [iss@okstate.edu](mailto:iss@okstate.edu) to determine if you are eligible for a waiver of this requirement.

### **How Health Insurance Works**

When an individual purchases medical insurance, his or her premium is combined with the premiums of others to form a pool of money. That pool is then used to pay the medical bills for those participants who need medical care. For most U.S. nationals and international students alike, insurance is the only protection against expensive medical costs and unexpected emergencies.

Once you purchase a medical insurance policy, you will receive an insurance identification card from the company. This card is valid only as long as you continue to pay your insurance premium. It will show the name of the insurance company and the policy number, and often will indicate a telephone number to call in case of emergency or for answers to questions. If you become sick or injured and seek medical treatment, you need to notify your insurance company as soon as possible. They must receive a written request for payment (called a claim), that they will review before they can make a payment. Always provide the company with complete and accurate information on the claim form; otherwise they will be unable to evaluate the claim and make payment. Sometimes the insurance company will ask you or your doctor for additional information. You should respond promptly to their request so that they can process your claim.

In some cases, your doctor or hospital will submit the claim directly to the insurance company and wait to receive payment from them before billing you. Other medical providers will require you to pay in advance and seek reimbursement from your insurance company afterwards. You should ask about the payment arrangements before you receive treatment, so you know what to expect.

### **What to Do If You Get Sick**

If you are ill or injured when UHS is open, you should go there for treatment. Otherwise, you should go to a local physician or urgent care clinic. For very serious illnesses or accidents, you can seek treatment in a hospital emergency room, but you should seek other options if your condition is not life-threatening. Similarly, if UHS does not offer treatment for dependents, you should select a family physician for them when you arrive in the U.S. If they need care when the doctor's office is closed, you can call his or her regular office telephone number and the answering service can contact the doctor right away.

### **How to File an Insurance Claim**

After you receive medical treatment (except service at UHS), you need to notify the insurance company and request payment for them. This is called filing a claim. You should ask for a claim form when you first buy insurance and review it carefully to be sure you understand it. Part of the form is completed by you and part by the physician or facility that provided treatment.

Complete your section of the claim form and take it to the clinic or hospital where you were treated. Be sure you have filled your section out completely; then ask the health provider to complete the rest and submit the form to the company. The insurance company can then evaluate the treatment you received to determine if it is covered by your policy, and if so, to arrange

payment. However, if your claim form is incomplete, payment may be delayed. You should provide all the requested information so that the insurance company can act on your claim properly.

### **What to Do If Your Claim Is Denied**

Remember that most insurance policies have specific exclusions, that is, medical procedures not covered. You may submit a claim and later learn that the company has denied your request for payment. If you do not understand the reason for the denial, you should contact UHS or the insurance company. If you disagree with the decision of the insurance company, you have the right to appeal that decision and request the company to consider your case again. The insurance company can tell you the specific procedure for filing an appeal.

### **Keeping Costs Manageable**

Health care is the fastest-growing expense in the U.S. today. The increase in medical expenses are due to many factors including the cost of highly advanced and technical medical equipment and the litigious environment in the U.S. Choices you make when you need medical care can contribute to these high costs or help to control them. Seeking treatment at UHS whenever possible, using hospital emergency rooms only for life-threatening emergencies, filling out claim forms completely and accurately, and being a wise and well-informed medical consumer, you can help to limit costs. By working with your health care provider and insurance company, you can make responsible health care choices, help limit costs, and protect yourself from higher premiums in the future.

### **Public Aid Programs**

There are programs in the United States when there is not enough money to pay expenses for medical care or food. International families may be tempted to apply to these programs offered in the United States, but those who are in the United States under an F or J visa cannot apply for these programs. Applying to them would be a violation to your immigration status. If you find yourself in a position that you need to know what programs are available, if any, to you please contact the ISS Office at [iss@okstate.edu](mailto:iss@okstate.edu) for information.

### **Glossary**

The Centers for Medicare & Medicaid Services (CMS) provide several online glossaries for definitions related to insurance:

- [https://www.cms.gov/glossary?term=pre-existing&items\\_per\\_page=10&viewmode=grid](https://www.cms.gov/glossary?term=pre-existing&items_per_page=10&viewmode=grid)
- <https://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/uniform-glossary-final.pdf>

### **III. Academics**

#### **Academic Integrity**

Academic integrity is an important standard at OSU, and if violated it can have strong consequences for students. As a consequence, OSU has an office devoted to Academic Integrity. There are many actions that can be considered a violation of academic integrity including plagiarism, unauthorized collaboration, multiple submissions, cheating on examinations, and more. For more specific information on academic integrity, please contact the Academic Integrity office.

Academic Integrity  
Division of Academic Affairs  
101 Whitehurst Hall  
Oklahoma State University  
Stillwater, OK 74078  
Phone: 405-744-5627  
Website: <https://academicaffairs.okstate.edu/academic-integrity/index.html>

#### **Academic Support**

OSU offers a wide variety of resources to provide academic support to students. This ranges from help on academic writing to tutoring. For more information about academic support services available at OSU, please go to: <https://go.okstate.edu/undergraduate-academics/academic-support.html>.

#### **Glossary**

U.S. News provides an online glossary for definitions related to U.S. Higher Education:  
<https://www.usnews.com/education/best-colleges/articles/2011/08/15/us-higher-education-glossary>

#### **Student Accessibility Services**

For students that need access to special accommodations and resources, please contact the Student Accessibility Services office.

University Health Services  
1202 W. Farm Rd. Room #155  
Stillwater, OK 74078  
Phone: 405-744-7116  
Fax: 405-744-1143  
Website: <http://accessibility.okstate.edu/>

#### **Library Services**

Edmon Low Library  
216 Athletic Ave.  
Stillwater, OK 74078  
Phone: 405-744-9775  
Website: <https://library.okstate.edu/>



## **IV. Immigration**

### **Immigration Services**

The ISS Office has professional staff members to assist you. They are available to discuss your immigration concerns during regular ISS office hours.

For questions related to your visa, enrollment requirements, online course limitations, and any other immigration related questions, please contact the ISS Office.

International Students and Scholars  
School of Global Studies and Partnerships  
309 Wes Watkins Center  
Stillwater, OK 74078  
Phone: 405-744-5459  
Email: [iss@okstate.edu](mailto:iss@okstate.edu)  
Website: [iss.okstate.edu](http://iss.okstate.edu)

### **Glossary**

The United States Citizenship and Immigration Services (USCIS) provides an online glossary for definitions related to immigration: <https://www.uscis.gov/tools/glossary>

## **V. Employment**

International Students have limited employment options while they are students in the United States. For questions related to employment, please contact the ISS Office.

International Students and Scholars  
School of Global Studies and Partnerships  
309 Wes Watkins Center  
Stillwater, OK 74078  
Phone: 405-744-5459  
Email: [iss@okstate.edu](mailto:iss@okstate.edu)  
Website: [iss.okstate.edu](http://iss.okstate.edu)

## **VI. Student Conduct and Safety Resources**

### **OSU Student Conduct**

All students at OSU need to follow OSU's [Student Code of Conduct](#). If any student violates the Student Code of Conduct, they will be contacted by their office to address the violation. If you have a violation you want to report or any questions about the OSU Student Code of Conduct, please contact their office.

Additionally, everyone is expected to follow city, state, and federal laws, and they may be different from a student's home country . Any criminal offense can affect an international students' status with OSU and/or USCIS. If a student finds themselves in a legal situation and need help, please contact the ISS Office at [iss@okstate.edu](mailto:iss@okstate.edu) for guidance.

Student Support and Conduct  
Oklahoma State University  
328 Student Union  
Stillwater, OK 74078  
Phone: 405-744-5470  
Website: <https://ssc.okstate.edu/index.html>

### **Sexual Violence (1 IS 2 MANY) Resources**

For information on resources related to sexual violence, please see this resource booklet: <https://1is2many.okstate.edu/site-files/images/sexual-assault-resources-booklet.pdf>. For any additional questions, please contact the Student Support and Conduct office.

1 is 2 Many  
Student Support and Conduct  
Oklahoma State University  
328 Student Union  
Stillwater, OK 74078  
Phone: 405-744-5470  
Website: <https://1is2many.okstate.edu/>

### **OSU Police Department**

The OSU Police Department offers services such as the SafeWalk program if someone is walking late at night, a lost and found, and more. Please note that if you have an emergency, call 911.

OSU Police Department  
224 N. Orchard St.  
Stillwater, OK 74078  
Phone: 405-744-6523  
Website: <https://safety.okstate.edu/police/>

### **Stillwater Police Department**

Stillwater Police Department  
723 S. Lewis St.  
Stillwater, OK 74076  
Phone: 405-372-4171  
Website: <http://www.stillwater.org/page/home/government/departments-divisions/police-department>

### **Payne County Sheriff's Office**

Payne County Sheriff's Office  
606 S. Husband St. #106  
Stillwater, OK 74074  
Phone: 405-372-4522  
Website: <https://paynecountyok.gov/>

## **U.S. Court System – Stillwater, OK**

In Stillwater, the District Court is responsible for most of the civil and criminal proceedings for Payne County. If you are required to attend court, below is their address and contact information.

Payne County Courts Office

606 S. Husband St.

Stillwater, OK 74075

Phone: 405-372-4774

Website: <https://www.paynecounty.org/>

## **Weather Safety Resources**

For any questions on weather safety and tips, please see the Department of Public Safety's Weather Safety website.

Weather Safety

Department of Public Safety

Website: <https://safety.okstate.edu/safety-resources/weather/>

## **VII. Housing**

### **On-Campus Housing**

For questions related to On-campus housing, please contact Housing and Residential Life:

### **Housing and Residential Life**

100 Iba Hall

Oklahoma State University

Stillwater, OK 74078

Phone: (405) 744-5592

Website: <https://reslife.okstate.edu/>

### **Off-Campus Housing**

For Off-campus housing information and resources, please go to OSU's Off-Campus Housing website: <https://offcampushousing.okstate.edu/>

## **VIII. Financial Affairs**

### **Payments and Funds**

For questions related to payments to be made to OSU, please contact the Bursar's Office:

OSU Bursar's Office

113 Student Union

Oklahoma State University

Stillwater, OK 74078

Phone: 405-744-5993

Website: <https://bursar.okstate.edu/>

## **Taxes**

For questions related to taxes, please contact the ISS Office:

International Students and Scholars  
School of Global Studies and Partnerships  
309 Wes Watkins Center  
Stillwater, OK 74078  
Phone: 405-744-5459  
Email: [iss@okstate.edu](mailto:iss@okstate.edu)  
Website: [iss.okstate.edu](http://iss.okstate.edu)

## **IX. Transportation**

For information about OSU buses, parking at OSU, travelling to OSU Tulsa, and more, please see the Department of Parking and Transportation Services website: <https://parking.okstate.edu/>.

### **Parking Services**

405-744-6525  
[parking@okstate.edu](mailto:parking@okstate.edu)  
Office Hours at 1006 W. Hall of Fame  
7:30am to 5:30pm Monday - Friday  
Closed Saturday, Sunday and University Holidays

### **The Bus/The Ramp**

405-744-2832  
[transit@okstate.edu](mailto:transit@okstate.edu)  
Office Hours at 1006 W. Hall of Fame  
8:00am to 4:30pm Monday - Friday  
Closed Saturday, Sunday and University Holidays

### **BOB/Tulsa Shuttle**

405-744-7100  
[shuttles@okstate.edu](mailto:shuttles@okstate.edu)  
Office Hours at 1006 W. Hall of Fame  
8:00am to 5:00pm Monday - Friday  
Closed Saturday, Sunday and University Holidays

### **Transportation Services**

Phone: 405-744-7945  
Fax: 405-744-7948  
2024 West Farm Road  
Stillwater, OK 74078  
Hours of Operation  
6:00am-8:00pm Monday-Friday  
7:00am-1:00pm Saturday  
Closed Sunday and University Holidays

## **X. Mailing and Shipping**

### **University Mailing Services (UMS)**

University Mailing Services  
601 N. Willis St.  
Stillwater, OK 74078  
Oklahoma State University  
Phone: 405-744-5385  
Fax: 405-744-7868  
Website: <https://fm.okstate.edu/ums/index.html>

### **United States Postal Service (USPS)**

United States Postal Service  
809 S. Lewis St.  
Stillwater, OK 74074  
Phone: 800-275-8777  
Website: <https://www.usps.com/>

### **United Parcel Service (UPS)**

The UPS Store  
3910 W. 6<sup>th</sup> Ave.  
Stillwater, OK 74074  
Phone: 405-624-8400  
Fax: 405-624-8401  
Website: <https://www.ups.com/us/en/Home.page>

### **FedEx**

FedEx Office Print & Ship Center  
307 N. Perkins Rd.  
Stillwater, OK 74075  
Phone: 405-743-0806  
Website: <https://www.fedex.com/en-us/home.html>

## **XI. OSU-Tulsa**

### **Library Services**

OSU-Tulsa Library  
700 N. Greenwood Ave.  
Tulsa, OK 74106  
Phone: 918-594-8130  
Website: <https://tulsa.okstate.edu/library>

**OSU-Tulsa University Police**

OSU-Tulsa University Police  
 Main Hall 1401  
 Oklahoma State University - Tulsa  
 Emergency Phone Number: 918-594-8123  
 Non-emergency Phone Number: 918-594-8124  
 Website: <https://tulsa.okstate.edu/universitypolice>

**Student Wellness**

Wellness Center  
 North Hall 116  
 Oklahoma State University – Tulsa  
 Phone: 918-594-8126  
 Email: [tulsa.wellness@okstate.edu](mailto:tulsa.wellness@okstate.edu)  
 Website: <https://tulsa.okstate.edu/wellness>

For information regarding OSU-Tulsa please visit their website: <https://tulsa.okstate.edu/>

**XII. Other Resources****Student Organizations & Events**

For information about student organizations and events at OSU, please go to:  
<https://campuslink.okstate.edu/>

**Programs for International Spouses and Children**

International dependents that are interested in engaging in different activities during their stay in the U.S. have a variety of activities to choose from. Below are some of the options available:

<b>Activities/Courses</b>	<b>Short Description</b>	<b>Phone</b>
Adult Educational Program	English Classes	405-533-6300
Meridian Technology Center	Short-Term Adult Education	405-377-3333
OSU Colvin Center	Recreational Instruction	405-744-5510
Parks & Recreation Department	Crafts, Art & Sports	405-372-0025
Red Cross	First Aid & CPR Instruction	405-372-1833
Stillwater Medical Center	Nursing Care	405-742-5488
School of Global Studies and Partnerships	Various Topics	405-744-6606
YMCA	Swimming, Exercise, and other Sport activities	405-372-5833

**Schools for Children**

Public School information can be found in their website at <http://www.stillwaterschools.com/>.

### **Family Resource Center**

The Family Resource Center (FRC) is part of Residential Life at OSU. The FRC provides adult programs, youth and family programs, a shopping shuttle to take family graduate student residents shopping, and more. To use their services, you must live in the Family and Graduate Student Housing. Their hours are Monday – Friday: 8:00 a.m. – 10:00 p.m., and on Saturday – Sunday: 2:00 p.m. – 10:00 p.m.

Family Resource Center  
Family and Graduate Student Housing  
Oklahoma State University  
719 N. Walnut St.  
Stillwater, OK 74075  
Phone: 405-744-6539  
Website: <https://reslife.okstate.edu/housing-options/neighborhoods/family-resource-center.html>

### **English Language Institute**

The English Language Institute (ELI) provides English language courses to individuals who want to improve their English language proficiency or want to continue their studies at American institutions of higher education. For more information about their courses and program dates, please contact their office.

English Language Institute  
Oklahoma State University  
307 Wes Watkins Center  
Stillwater, OK 74078  
Phone: 405-744-7519  
Email: [osu-eli@okstate.edu](mailto:osu-eli@okstate.edu)  
Website: [https://global.okstate.edu/eli/about\\_osu\\_eli.html](https://global.okstate.edu/eli/about_osu_eli.html)