Graduate Visiting Student Resource Guide
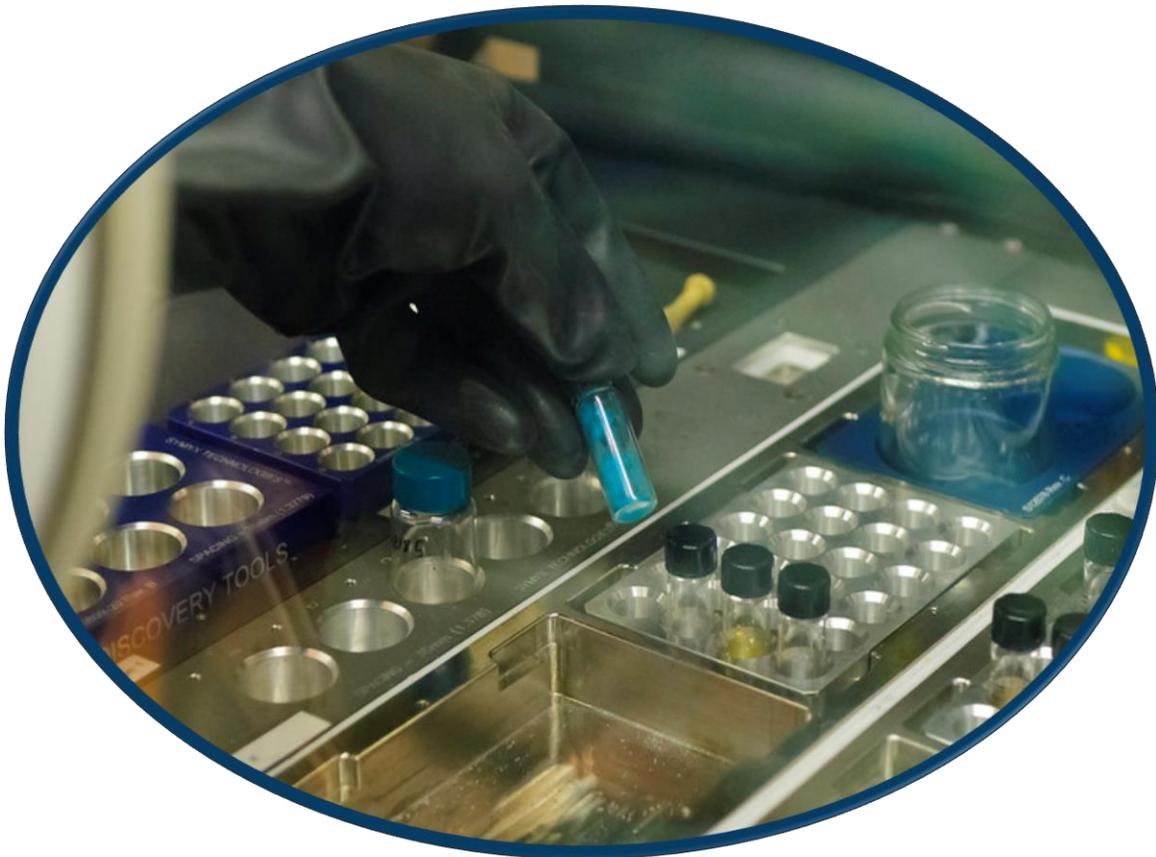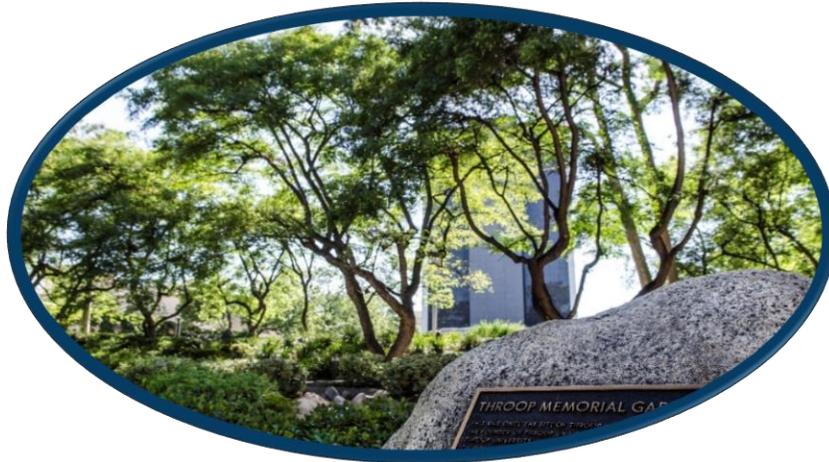
C
A
L
T
E
C
H

Douglas C. Rees
Dean of Graduate Studies
&
Roscoe Gilkey Dickinson Professor of Chemistry; Investigator, Howard Hughes Medical Institute

Welcome to Caltech! Included in this guide is information to help make your visit to campus smooth and enjoyable. Below are some steps you need to take upon arrival and links to important information:

- On your first day on campus (Monday to Friday), check in with the Registrar's Office, International Student Programs (international students), and your host academic option.

- Within your first three days on campus, complete the Research Ethics online course within access.caltech and the Title IX training.

- Provide the Registrar's Office with your emergency contact information and local address. If you are receiving any financial support through Caltech, you will also be required to complete Form I-9. U.S. Citizens and Permanent Residents will complete an I-9 with Human Resources, and international students will complete an I-9 with International Student Programs.

The Graduate Studies Office staff are here to assist you with all your needs. We are located in Room 230 in the Center for Student Services. Our website is www.gradoffice.caltech.edu and our general phone number is 626-395-6346. Or, you can always reach us by email at gradofc@caltech.edu.

I look forward to meeting you.

Doug Rees

Contents

GRADUATE STUDIES OFFICE INFORMATION

Contact Information

Telephone: 626-395-6346

Fax: 626-577-9246

Email: gradofc@caltech.edu

WWW: http://www.gradoffice.caltech.edu

Mailing Address:

> Graduate Studies Office, Mail Code 230-87
> 1200 E. California Blvd.
> Pasadena, CA 91125

Staff

Dean, Douglas C. Rees (dcrees@caltech.edu) x5802

Associate Dean, Kate McAnulty (mcanulty@caltech.edu) x1477

Assistant Dean, Natalie Gilmore (ngilmore@caltech.edu) x3812

Financial Analyst, Claudia Andrade (candrade@caltech.edu) x3712

Recruitment, Outreach, and Admissions Coordinator, Helen Duong (hduong@caltech.edu) x1578

Administrative Assistant x6346

Our mission is to support the personal and academic development of all graduate students. Through administration of the graduate program, we work closely with faculty and staff within the various options to monitor academic progress, advise and counsel students with diverse needs, and administer a wide range of academic and financial services for graduate students.

ABOUT CALTECH

History

The California Institute of Technology traces its origins to a local school of arts and crafts founded in 1891 by the Honorable Amos G. Throop and named after him, Throop University. Astronomer George Ellery Hale, the first director of Mount Wilson Observatory, who became a member of Throop's board of trustees in 1907, envisioned Throop as an institution of engineering and scientific research of the highest rank. Under his leadership its transformation began.

By 1921 Hale had been joined by chemist Arthur A. Noyes and physicist Robert A. Millikan. These three men set the school, renamed the California Institute of Technology, firmly on its new course. They were dedicated to the development at Caltech of exceptional research and instruction in Engineering and in the fundamental sciences and to the enrichment of that curriculum with course work in the humanities.

Millikan soon became the head of the school (he settled on the title of Chairman of the Executive Council rather than president). His successors, presidents Lee DuBridge, Harold Brown, Marvin Goldberger, Thomas Everhart, David Baltimore and Jean-Lou Chameau have led Caltech to become one of the premiere scientific institutions in the world. Each has placed a strong emphasis on improving the educational experience of students, increasing diversity, and fostering research as well as entrepreneurial and international opportunities for faculty and students.

Current President Thomas Rosenbaum continues this tradition, keeping Caltech on the leading edge of instruction and research in the sciences and engineering, a place where students and faculty are justifiably proud to work and to learn.

Caltech Mission Statement

The mission of the California Institute of Technology is to expand human knowledge and benefit society through research integrated with education. We investigate the most challenging, fundamental problems in science and technology in a singularly collegial, interdisciplinary atmosphere, while educating outstanding students to become creative members of society.

Caltech Student Affairs Mission Statement

Student Affairs at Caltech complements and enhances the Institute's educational mission by ensuring a healthy and supportive environment that enables students to grow academically and personally in preparation for meeting current and future challenges.

Independently and in collaboration with students, faculty and staff, we serve our community by responding to the issues, ideas and needs of all students. Utilizing diverse approaches, we provide programs and services of the highest quality.

PRE-ARRIVAL AND CHECK-IN PROCEDURES

Prior to arriving at Caltech:
- Contact your host academic option to confirm your start date on campus
- Schedule a check in appointment with International Student Programs (international students only)

On your first weekday on campus:
- Report to the Registrar's Office and provide your local residence, email, and phone (if applicable), and your emergency contact information
- Check in with International Student Programs (international students only)
- Report to your host academic option

Within your first three days on campus:
- Complete the Research Ethics online course
- Complete the Title IX training
- Complete Form I-9 with Human Resources (U.S. Citizens and Permanent Residents receiving a stipend only)

Getting to Caltech

From Los Angeles International Airport (LAX)
By car, take Sepulveda Boulevard to the Glen Anderson Freeway (105). Proceed east on the (105) to the Harbor/Pasadena Freeway (110). Go north on the 110 until it ends on Arroyo Parkway in Pasadena. Continue north on Arroyo Parkway to California Boulevard. Turn Right onto California Boulevard and proceed to Caltech (1200 E. California Boulevard).

From Bob Hope Airport (BUR) [Burbank, Glendale and Pasadena]
Follow the signs leaving the airport to the Golden State Freeway (5). Proceed south on the 5 to the Ventura Freeway (134). Go east on the 134 to the Foothill Freeway (210). Continue east on the 210 to Hill Avenue. Travel south (right) on Hill Avenue until you reach the campus.

From Downtown Los Angeles
Proceed North on the Harbor/Pasadena Freeway (110) until it ends on Arroyo Parkway in Pasadena. Continue north on Arroyo Parkway to California Boulevard. Turn right onto California Boulevard and proceed to Caltech.

From West Los Angeles
Proceed east on the Santa Monica Freeway (10) to the Harbor/Pasadena Freeway (110). Go north on the 110 until it ends on Arroyo Parkway in Pasadena. Continue north on the Arroyo Parkway to California Boulevard. Turn right onto California Boulevard and proceed to Caltech.

From Orange Country or the San Gabriel Valley
Travel north on the San Gabriel River Freeway (605) to the Foothill Freeway (210). Go west on the 210 to the Hill Avenue exit. Turn left onto Hill Avenue and follow it to campus.

Getting to Pasadena
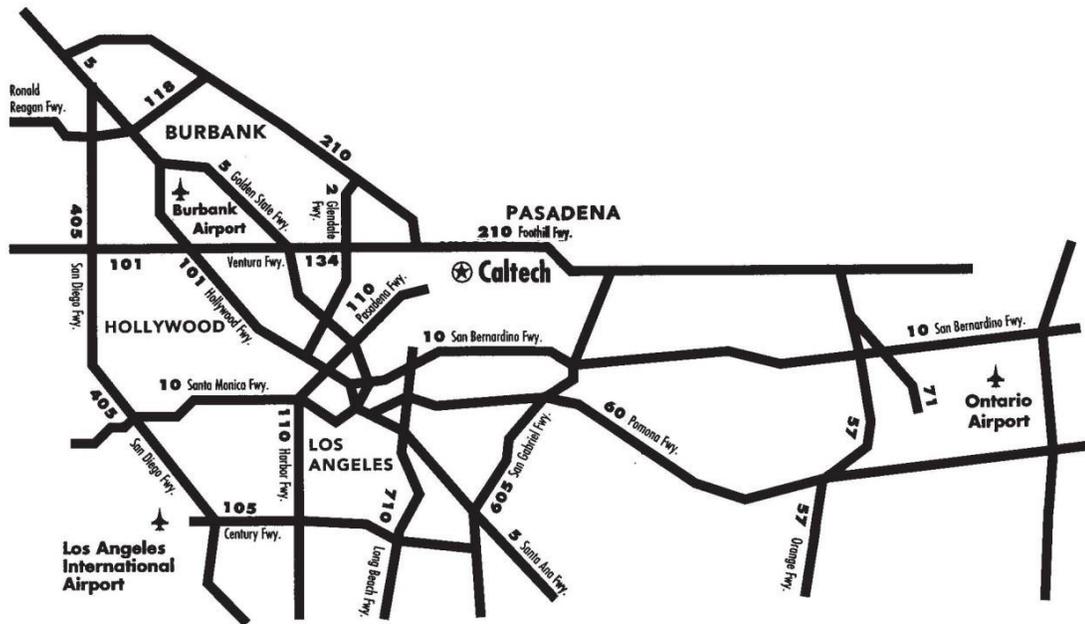
Getting to the Campus

From	Distance	Time
LAX	35 miles	60 min
Bob Hope Airport (BUR)	20 miles	30 min
Ontario Airport	50 miles	60 min
Union Station (LA)	25 miles	35 min
Downtown LA	25 miles	35 min
West Los Angeles	35 miles	60 min

Airport Transportation

Making advance arrangements with a shuttle service from the airport to Caltech is a smart thing to do, but not essential. To be safe, you should make your reservations at least one week in advance. The two closest airports to the Caltech campus are Los Angeles International Airport and Bob Hope Airport (the closest). The Super Shuttle – which operates a 24-hour a day shuttle service at both locations – can bring you from the airport to the Holliston parking structure (370 S. Holliston), next to the Center for Student Services. When making your reservations, please ask for the "Caltech Corporate Rate" to get the best price, and tell the Super Shuttle agent that you wish to be dropped off at the corner of Holliston and San Pasqual, also known as "Caltech Stop 1". This is a good drop off point anytime you are arriving after 5PM. The toll free number of the Super Shuttle service is (800) 554-3146.

Campus Map
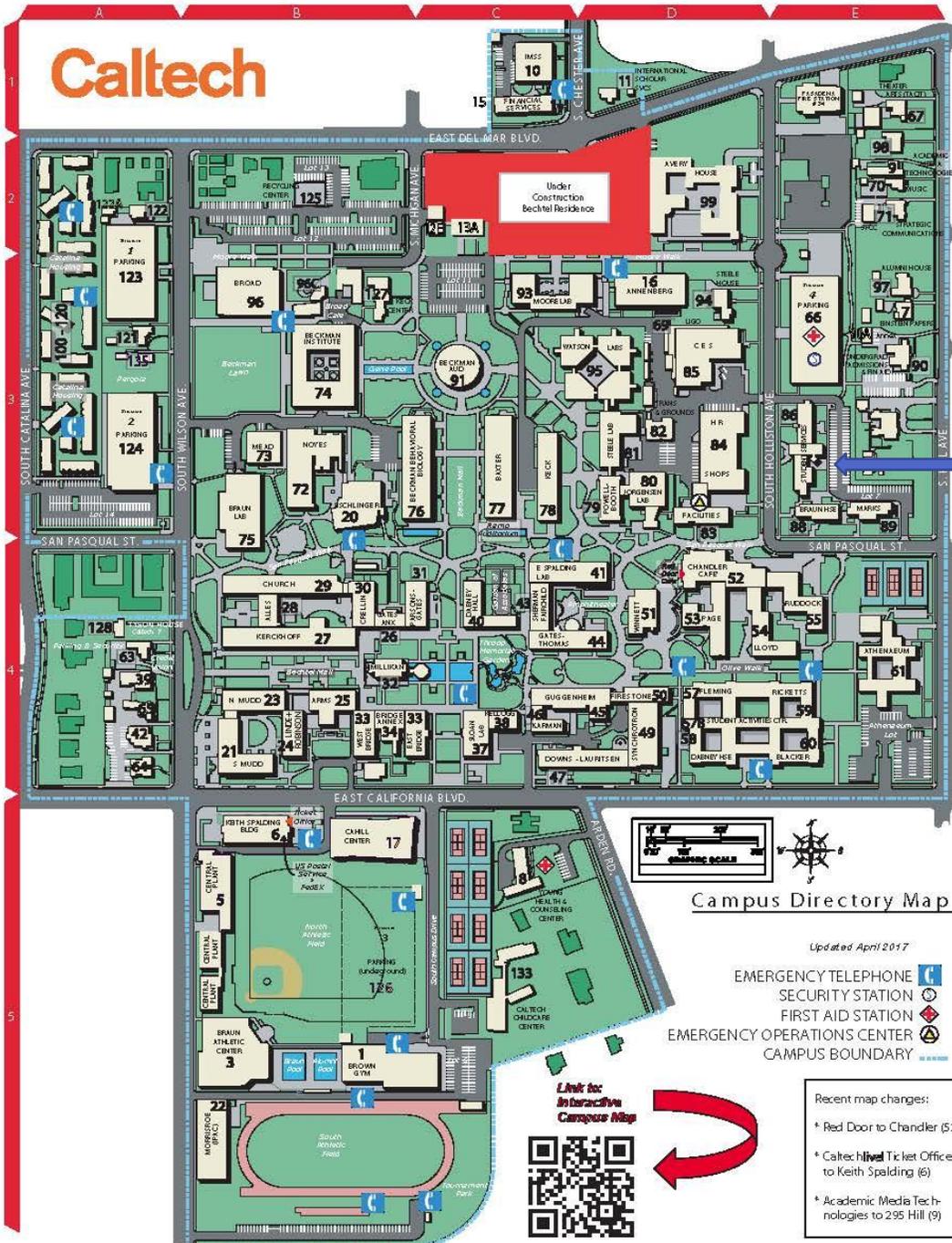
Center for Student Services: Graduate Studies Office, Registrar's Office, Housing, International Student Programs, Career Center, Diversity Center, Bursar, Center for Teaching and Learning
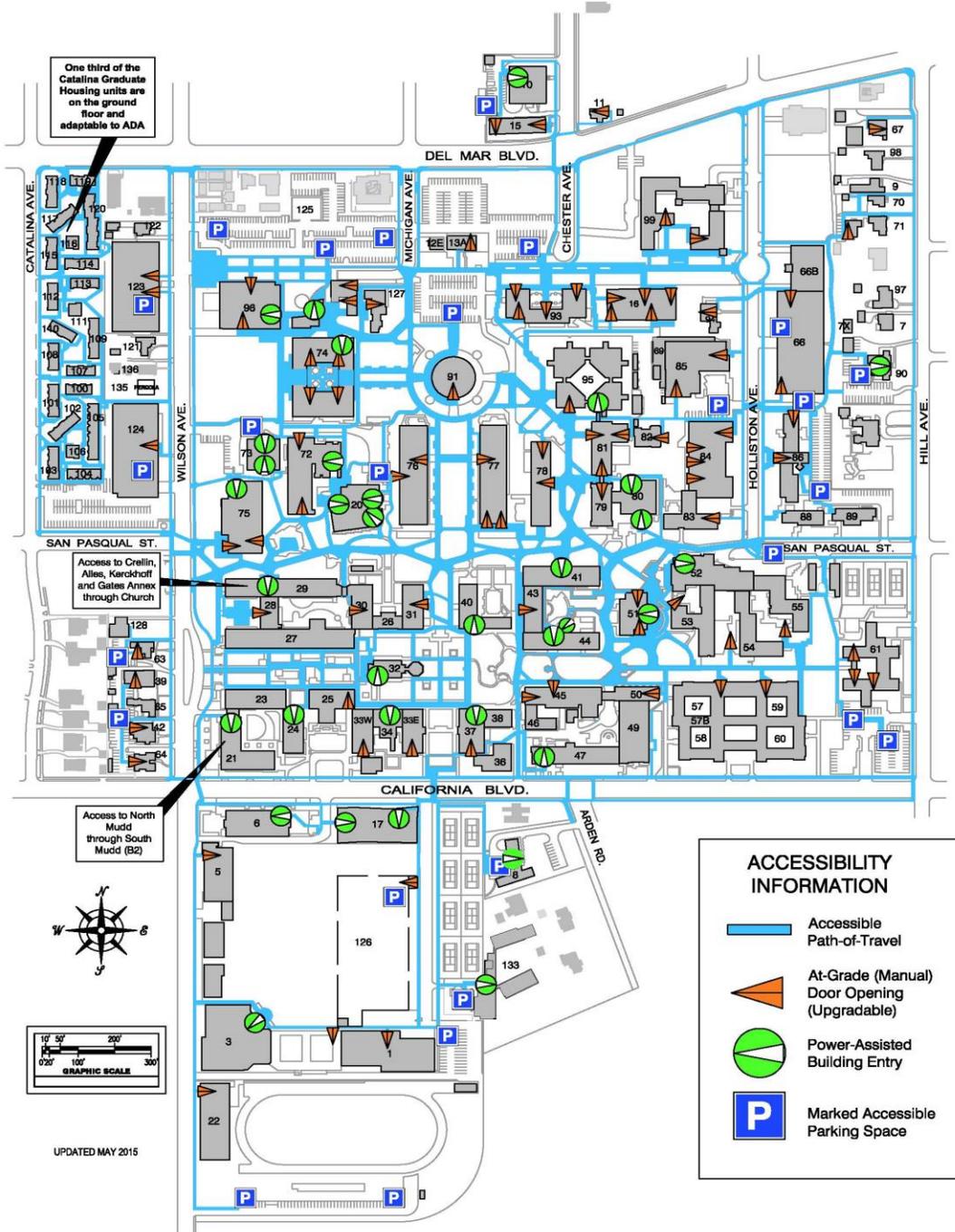
COMMUNITY STANDARDS

The Honor System

The Honor Code is the fundamental principle of conduct for all members of the Caltech community. As members of the Caltech community, graduate students are obligated to uphold the honor system. The Honor Code states that:

"No member of the Caltech community shall take unfair advantage of any other member of the Caltech community."

A Code of Ethics for Caltech

Caltech must interact not only with members of the Caltech community, but also with a complex and rapidly changing world. The Institute is dedicated to research and education. In pursuit of these duties we are entrusted with funds, goods, and information by both the private and public sectors, especially the Federal Government, and we must interact with their representatives.

Caltech is committed to the highest ethical standards. From its inception, the Institute recognized that ethical behavior must be viewed as a personal and institutional responsibility. This philosophy forms the basis for Caltech's Honor System, which governs every aspect of our interactions with members of the Caltech community. However, even in dealing with donors, companies, the government, and others having a relationship with Caltech, the Honor System should serve as a guiding principle in all Institute-related activities. Please refer to "Doing Business the Caltech Way: An Ethics Handbook" and the Caltech Community's Statement on Ethical Conduct for additional information.

If you ever need assistance in resolving certain ethical questions, there are several resources available on campus to assist you. These include the Graduate Studies Office, the Vice Provosts, the Vice President for Student Affairs, and the Student Wellness Center.

Responsible Conduct of Research (RCR)

Caltech researchers are expected to adhere to the highest professional standards in the conduct of research. All research activities undertaken by faculty, staff, and students at Caltech will be conducted in accordance with strict ethical principles and in compliance with federal, state, and Institute regulations and policies. When government funds are involved in the support of research, the Institute's accountability to the government and the public requires that the investigators take particular care to obey all rules and regulations of the government and the sponsoring agencies.

The Office of Research Compliance, which reports to the Vice Provost for Research, is responsible for providing support and training to faculty, students and staff in order to meet these requirements and maintain a robust research compliance program at Caltech. As part of their education, graduate students are required to take specialized training in research ethics and responsibility. There are two situations in which this is mandated by federal law.

National Institutes of Health
Students that are funded through NIH grants, work with human or vertebrate animal subjects, or are required as part of their curriculum have to meet a NIH requirement for training in specific areas as described in the Caltech Guide to Sponsored Research.

National Science Foundation
Training in Responsible Conduct of Research is also required of students and postdoctoral scholars funded on NSF awards. In order to satisfy the NSF mandate, the Caltech RCR plan requires that students and postdocs supported from NSF funds as described above shall take the Collaborative Institutional Training Initiative (CITI) Program.* This can be done by logging into Access.Caltech and following the link "Research Ethics Education (CITI)", and then selecting the "NSF Required Students and Postdocs, Basic Course".

*If a student or postdoc can document having passed a similar, qualifying program at Caltech or another institution, Caltech will accept that in place of completing Caltech's program.

The Office of Research Compliance works with faculty oversight committees to promote the ethical and responsible conduct of research and to ensure compliance with regulatory requirements relating to research involving human and vertebrate animal subjects, recombinant DNA, biohazards, radioactive materials and stem cells. The committees supported by this office include the Institutional Animal Care and Use Committee (IACUC), the Institutional Review Board (IRB), and the Institutional Biosafety Committee (IBC). The Office of Research Compliance also has responsibilities relating to responsible conduct in research, conflicts of interest, compliance with U.S. export control regulations, and third party use of Caltech's research facilities. For additional information, please contact:

Kaushik Bhattacharya - Vice Provost for Research (626) 395-6365

Grace Fisher-Adams - Director of Research Compliance (626) 395-2907

Caltech Statement of Community

Caltech is a community dedicated to scientific and engineering exploration and to academic excellence. At the heart of our mission are unwavering commitments to honor, integrity, equity, and diversity. Together these values help create and sustain a community where all are committed to the goals of academic and personal achievement.

- We affirm that academic excellence is built on bringing together the best faculty, students, scholars, and staff.
- We acknowledge that a multitude of perspectives is essential to all we do. As a community, we understand that civility and mutual respect for diversity of background, race, ethnicity, sex, gender, gender identity, socioeconomic status, religion, nationality, sexual orientation, age, disability, and marital and family status, are critical.
- We are dedicated to creating and sustaining an environment in which such diversity will flourish.
- We are committed to honor and integrity in all areas of work and campus life. Guided by these principles and the Institute's Honor Code, members of our community are expected to treat one another with respect and dignity.

- We hold ourselves to the very highest standards of intellectual and academic rigor. The freedom of open expression is essential to the exchange of ideas and furtherance of knowledge; we expect at all times that such exchange occurs in a manner that conforms to academic integrity and professionalism.

All who work, live, study, and teach at Caltech are here by choice; implicit is a respect for these principles which are an integral part of our mission.

POLICIES AND PROCEDURES

While Caltech respects your ability to make good decisions for yourself and others around you, we also have a responsibility to support and enforce campus and state regulations. Please take a few moments to familiarize yourself with Caltech's policies and what will be expected of you. Many problems can be avoided by taking the time to read and understand the policies and procedures.

DMCA Copyright Infringement

This information about downloading music, movies, TV shows or software is important and it could save you from having to pay a lot for entertainment.

Using file sharing programs such as BitTorrent, or other programs that use BitTorrent in the background (such as Popcorn Time), on your computer to download (copy) and distribute copyright protected material is a violation of federal copyright law. Such programs can often be active without your knowledge.

The use of file sharing programs to get copyright protected material can have major consequences for you. Copying material you do not own to your computer is an act of copyright infringement, and with file sharing software you are also uploading (distributing) that material to many others – the upload being a separate act of infringement. Copyright violations can result in civil penalties of up to $150,000 for each act of infringement. Suits brought by copyright owners against students usually settle for much less, but still have involved settlement amounts of as much as $17,000, plus attorney fees.

Anyone connecting to a BitTorrent swarm, including copyright holders, can identify computer addresses that are downloading and uploading copyrighted files, and this has led to pre-litigation settlement notices that are sent to students, requiring payment from $300 to $1200 to avoid the copyright owner filing a lawsuit.

The Digital Millennium Copyright Act protects Caltech from being accused of infringement when a student's illegal download passes through our servers, but it requires us to act expeditiously to remove or block access to material upon receipt of notice from a copyright holder that their material is being illegally distributed on our network. We block internet access to the infringing material and send an e-mail to the student explaining why their computer's internet connection has been blocked. The student will then be referred to one of the Deans who will authorize the Internet connection to be unblocked. Under the DMCA, repeat offenders may have their accounts terminated.

How can you protect yourself from this kind of legal and/or Institute policy action?

- Don't download music, games, software, TV shows or videos unless it is clear that they are being distributed legally. Remember that music and videos you buy are for your use only, and your purchase does not include the right to distribute copies unless you have explicit permission to do so.

- Remember not to leave your computer running and unattended. As the owner of the computer, any copyright violation that is traced to your computer is your responsibility.

- There is an endless variety of free or low-cost TV shows, movies, and videos of all types available legally on the Internet.

Also, remember that every music recording, movie, TV show, computer program and video involves the valuable time and effort of countless individuals who deserve to be compensated for their work.

If you have any questions, please contact the Caltech Office of General Counsel at x6182 or email IPQuestions@caltech.edu.

HOUSING, DINING AND MORE

There is a full range of housing available for Caltech graduate students, from studios to apartments to single family homes, but short-term visitor housing is very limited and visitors are not given priority over current graduate student housing needs. The Catalina Apartments, located on the northwest end of campus, are the center of Caltech's graduate resident community. The Catalina Apartments house single and partnered graduate students from a variety of academic disciplines and cultures giving them the opportunity to interact within a beautiful residential setting. The complex offers accommodation to 450 residents. All apartments feature a private patio or balcony, carpets and window coverings, furnished bedrooms and living rooms, central air conditioning and heating. Each kitchen is equipped with a range and oven, double sink, wood cabinets, refrigerator/freezer, microwave oven and garbage disposal. Amenities at the Catalinas include: laundry rooms on site with card-operated washers and dryers; recreation centers; water and trash service paid for by Caltech. Residents supply their own bed linens, towels and kitchen utensils. In addition, residents pay their own gas, electricity and internet, billed through their Caltech Bursar account. Marks/Braun dormitory is another housing option for graduate students that includes both furnished singles and suites, utilities are included. Telephone and cable television for both on-campus housing locations are set up and paid privately by the residents.

Maintenance Service
Housing maintenance service is available weekdays from 8:00am to 5:00pm. Emergency services are handled through Central Plant on weekends and after hours.

Dining
Chandler Dining Hall is open Monday through Friday, 7am to 3:30pm. Breakfast, lunch and snacks are served cafeteria style. The Red Door Marketplace and the Café at Broad are open for light meals, coffee, tea, and baked goods, Monday through Friday. The Caltech Convenience Store is open daily. The kitchen at Avery serves Ramen Monday to Friday, 11:30am to 1:00pm to Caltech ID card holders.

There are also a number of restaurants near the Caltech campus, which you will quickly get to know once you tap into the student grapevine.

Pets
Students may not bring pets to campus.

Renters Insurance
We highly recommend students purchase renter's insurance. Caltech does not insure the personal property of students. Students keeping personal property in their rooms do so at their own risk and are responsible for the safekeeping of their property. For those who wish to be insured for fire and theft, the Housing Office can provide information.

Telephones
For the Catalinas and other off-campus locations, phone service can be set up through local carriers such as AT&T or Charter Communications.

Shipping Your Luggage/Packages
If you need to send some things in advance, Central Receiving can hold your packages for up to one week prior to your arrival. You will need to make all of the necessary arrangements yourself and have everything shipped to the following address:

Your Name (New Graduate Visiting Student)
c/o Caltech Central Receiving
391 S. Holliston Avenue
Pasadena, CA 91125

When you arrive and wish to retrieve your luggage, you should contact Central Shipping and Receiving for pick-up instructions.

Websites
There are several websites that describe Pasadena and the local area and may help you orient yourself to your new home. The following website will help you get started.
www.ci.pasadena.ca.us

The following sites will introduce you to the Los Angeles area in general.
www.lacvb.com
www.latimes.com

Caltech Residential Life

Residential life at Caltech is responsible for ensuring that students on campus are able to live and study in a comfortable and hospitable environment. The graduate residential life team includes a professional Residential Life Coordinator (RLC), graduate student Resident Associates (RAs), and a number of graduate student Catalina Community Associates (CCAs).   These individuals are responsible for responding to both student and community concerns and issues. They conduct community building programming, enforce Institute policies, provide support to individual students, and address roommate issues. They serve as key players in Caltech Cares and as liaisons to Caltech offices, including the Graduate Dean's Office, Student Wellness Services, Security, Safety, and Housing. For additional information, please check the Catalina's website.

TEACHING AND TEACHING ASSISTANTS

All students who are teaching assistants are required to undergo teaching assistant training. Training is available through the Center for Teaching, Learning and Outreach throughout the year.

Caltech Center for Teaching, Learning and Outreach

The Center for Teaching, Learning and Outreach provides:
- Workshops and courses on teaching, learning, and educational outreach
- Individual consultations
- Practice teaching and feedback

For more information, please visit the Center's website.

Caltech Project for Effective Teaching (CPET)

The Caltech Project for Effective Teaching (CPET) is a student run organization that strives to improve the quality of teaching on the Caltech campus. CPET hosts various lectures, workshops, and panel discussions on pedagogy and the teaching profession throughout the school year. The goal of CPET is to provide undergraduates, graduate students, postdoctoral scholars, and faculty resources to better their teaching styles, information on teaching as a career, and a forum for improving the educational process at Caltech.

As part of its commitment to promoting effective teaching at Caltech, CPET also sponsors a certificate program. If a student or postdoctoral scholar attends six workshops and submits journal entries on each one, he or she will receive a certificate signed by the Vice-Provost. Completing the certificate program signifies a desire to cultivate one's skills as a teacher and a dedication to professional development. For more information about CPET, please send an email to cpet@caltech.edu or visit the CPET website.

EMOTIONAL HEALTH AND WELLNESS SERVICES

Accommodations for Students with Disabilities

Students who believe they have a current and essential need for disability accommodations are responsible for registering with, and requesting accommodations through Caltech's Accessibility Services for Students (CASS). If you have questions regarding assistance for students with disabilities and services available, please contact CASS at cass@caltech.edu.

It is the policy and practice of Caltech to comply fully with the Americans with Disabilities Act (ADA) of 1990, and Section 504 of the Rehabilitation Act of 1973, to ensure students receive equal access to all Institute programs and services. Caltech is committed to ensuring that there is no unlawful discrimination in any of its programs, services, and activities. As required by law, Caltech will provide reasonable accommodations to qualified individuals with disabilities.

Student Wellness Services

Enrolled students, such as special students, may be eligible for outpatient primary care services through Student Health Services. Visiting Student Researchers are not currently eligible.

The Health Center is open year round, except during Institute holidays and weekends. Office hours are Monday to Friday, 8:00am to 5:00pm. For more information call (626) 395-6393 or visit the website.

Emergency/Urgent Care

If your situation requires immediate attention or you need emergency medical services, please call Security at (626) 395-5000 and inform them of your location and the nature of your emergency. If necessary, you will be transferred to the nearest Urgent Care facility.

Urgent care offers services for medical problems (e.g. minor burns, asthma (which is not responding to medication), urinary tract infection, especially with fever or back pain, possible fracture or dislocation, a cut requiring stitches, any injury with significant pain or fever, etc.), that while not emergencies, require medical attention within 24 hours.

The following is a list of the closest urgent care centers and their contact information:

UrgentMed Urgent Care

600 S. Lake Ave. Suite 105
Pasadena, CA 91106
(626) 817-6479

Hours: Monday-Friday: 8:00am - 8:00pm, Weekends: 9:00am-5:00pm

HealthCare Partners Urgent Care

797 S Fair Oaks Ave.
Pasadena, CA 91105
(626) 795-2244

Hours: Open daily 24 hours

Exer Urgent Care

3160 E Del Mar Blvd Suite 110
Pasadena, CA 91107
(626) 270-2400

Hours: Open daily, 9:00am-8:30pm

Advanced Urgent Care of Pasadena

797 S. Arroyo Pkwy.
Pasadena, CA 91105
(626) 304-0404

Hours: Monday-Friday: 8:00am - 8:00pm, Weekends: 9:00am - 5:00pm

This information is current as of July 2019. Please call to confirm availability of services and hours.

For those who have Kaiser insurance, there are urgent care facilities in Pasadena and Los Angeles.

Kaiser Pasadena Medical Offices

3280 E. Foothill Blvd.
Pasadena, CA 91107
(833) 574-2273

Hours: 9:00am-9:00pm, 7 days a week including weekends and holidays

No appointment needed

Kaiser Los Angeles Medical Center Urgent Care

4700 Sunset Blvd.
Los Angeles, CA 90027
(833) 574-2273

Hours: 9:00am - 9:00pm, 7 days a week including weekends and holidays

No appointment needed

You will need to present your insurance card and picture ID at the time of service. Co-pays or deductibles may apply. Check with your insurance carrier to determine whether care will be covered and the terms. You will be responsible for the charges not covered by your insurance.

Health Insurance

Visiting students are expected to provide proof of adequate insurance as part of the application package. Caltech's benefits that apply to enrolled graduate students will only apply to those visiting graduate students who are enrolled. For more information, please see the Benefits website.

Pharmacies

Before coming to Caltech, remember to transfer your important prescriptions to a local pharmacy. Local pharmacies include: Brown and Welin (626) 795-5918, Walgreens (626) 583-8066, and Rite Aid (626) 796-5539. Students can get prescriptions filled either through the pharmacies or mail order at a reduced cost.

Title IX

Title IX of the Education Amendments of 1972 is a comprehensive federal law that prohibits discrimination on the basis of sex in federally-funded education programs or activities.

At the California Institute of Technology, we take compliance with Title IX seriously and we are committed to providing an environment free from discrimination, including discrimination on the basis of sex.

The following are examples of types of sex-based discrimination:

1. Failure to provide equitable opportunity for a student or employee based on sex.

2. Discrimination on the basis of gender, gender expression, and gender identity.

3. Sexual harassment and sexual violence, including sexual assault, that occurs in connection with Caltech's academic, athletic, extracurricular, or Institute programs, regardless of the location of the incident(s).

Caltech's Assistant Vice President for Equity, Equity Investigations, and Title IX Coordinator is Hima Vatti.

205 Center for Student Services
414 S. Holliston Ave., Pasadena, CA 91125
626-395-3132 or TitleIXCoordinator@caltech.edu

The Institute has three **Deputy Title IX Coordinators** who help coordinate the Institute's compliance with Title IX.

Faculty report to:
Melany Hunt
Dotty and Dick Hayman Professor of Mechanical Engineering & Deputy Title IX Coordinator

Employees and postdocs report to:
Ofelia Velazquez-Perez
Employee and Organizational Development & Deputy Title IX Coordinator

JPL employees report to:
Jackie Clennan Price
Jet Propulsion Laboratory & Deputy Title IX Coordinator

For more information on Title IX at Caltech, visit the website at titleix.caltech.edu.

Confidential Resources

The Student Counseling Center can provide confidential support to enrolled students. In addition, designated staff of the Center for Diversity provide support and advocate for anyone that has experienced harassment or violence. Both resources are confidential. This means that your personal experience is protected and is not reported to anyone else. All confidential resources on-campus will not report what happens to you as an individual, but we are committed to reporting anonymous statistics on-campus. We understand that students may want to talk to someone they know and trust. We strongly encourage you to reach out to someone to talk about your experience.

WHO TO CONTACT DURING THE DAY (8AM to 5PM) FOR CONFIDENTIAL SUPPORT:

COUNSELING CENTER:
(626) 395-8331
Location: Room 140, Student Health Center
1239 Arden Road, Pasadena, CA 91125

CENTER FOR DIVERSITY:
Taso Dimitriadis, Assistant Director
taso@caltech.edu
(626) 395-8108
Office location: Room 269, Center for Student Services

Erin-Kate Escobar, Assistant Director
ekescoba@caltech.edu
(626) 395-3221
Office location: Room 268, Center for Student Services

WHO TO CONTACT AFTER HOURS (5pm to 8am), WEEKENDS & HOLIDAYS:
Currently, if you experience sexual violence, non-sexual violence, or anything that you want to talk to a psychologist about after-hours, you can page the on-call psychologist via Campus Security: (626) 395-4701. You do not need to give your name or nature of the incident when you speak to the Security dispatcher. Simply tell Campus Security you want the on-call psychologist from the student Counseling Center paged. The on-call psychologist will return your call and will provide you with emotional support and options regarding medical treatment or advocacy.

Caltech Cares

Caltech Cares is a centralized effort that provides support to all members of the Caltech community, and access to on-campus and off-campus resources, including everything from academics to health and well-being to sexual violence and suicide prevention. For more information, please see the Caltech Cares website.

PAYROLL, BANKING, AND FINANCIAL RESOURCES

Caltech Employees Federal Credit Union

As a Caltech visiting graduate student, you are eligible to join the Caltech Employees Federal Credit Union. Membership at CEFCU is an exclusive benefit of the Caltech community. Join once and membership can last a lifetime and beyond…a solid financial advantage you can share with your family; a benefit you can even take with you when you graduate. For more information on services or for membership forms, please visit the Credit Union.

Banking

We suggest that you arrive with some cash and an ATM card to get you through your first week. The Caltech Employees Federal Credit Union has ATMs on campus and is part of the CO-OP, Star and Plus ATM systems; but, it does not have checking services. You might also consider opening an account at one of the local bank branches to make obtaining money a little easier. You have several choices in the surrounding area.

Student Accounts and Student Billing

Your Caltech ID may be used to purchase items at the Caltech Bookstore, eat in the various dining facilities on campus, do laundry or make convenience store purchases, run copies at Graphic Resources or the library, charge postage at the mail room, etc. These charges will then reflect on your Caltech personal account and show on your monthly billing statements. Caltech housing and

tuition, if applicable, will also be charged on this account. There will also be a one-time general deposit of $100, for enrolled special students only due at registration. This deposit will be refunded to the Bursar's account upon separation from Caltech.

Statements will be available online after the 10th of each month and should be paid by the listed due date. Students are asked to pay their balance in full at the end of the term. Balances in excess of $1,500, may result in a registration hold. Outstanding balances must be cleared in order for the Institute to issue a diploma or official transcripts. You may remit payment online by logging into access.caltech and selecting the CASHNet link. In addition, you may remit payment with cash or check by mail or by visiting the Bursar's Office, which is located in the Center for Student Services building. Please contact (626) 395-2988 or bursar@caltech.edu if you have questions.

INTERNATIONAL STUDENT PROGRAMS

In addition to providing immigration support for students coming from abroad, ISP also plans and promotes programs and activities that foster intercultural awareness among members of the Caltech community. For information about ISP events and other programs of interest to the international community, please visit ISP.

GENERAL SERVICES

- Advises and assists students from abroad and their dependents on immigration-related matters such as employment authorization, extension of stay, and change of status.
- Provides assistance with cultural adjustment needs of international students in cooperation with other Caltech offices.
- Plans and promotes programs and activities that foster international and cross-cultural awareness in cooperation with various Caltech offices, student groups, and community organizations.
- Organizes informational seminars and workshops on U.S. culture, immigration regulations, taxes, and other appropriate topics.

ISP ACTIVITIES

- International Education Week
- Caltech World Fest
- Intercultural Discussion Group

CALTECH CENTER FOR DIVERSITY (CCD)

The mission of the Caltech Center for Diversity (CCD) is to provide education, advocacy, and allyship in order to increase institutional and personal capacity for diversity, ensuring a community committed to equity and inclusive excellence.

All Center interactions are strategically aligned with objectives to:

- Promote and provide awareness and education. CCD is committed to building the capacity for cultural competencies, skills, and experiences by designing workshops and trainings appropriate for all constituents on campus;
- Provide services and programs to meet the specific needs of racially underrepresented groups, women, all sexual and gender identities (LGBTQ+), underserved, and ally communities on campus;
- Create spaces and skill building opportunities for all members of the community to engage with issues related to their multiple identities.

For more information, please visit the CCD website.

CALTECH LIBRARY SYSTEM

The Caltech Library System has two major campus libraries: Millikan Memorial Library houses materials on astronomy, geology, and the humanities and social sciences. Sherman Fairchild Library houses materials on applied sciences, biology, chemistry, computer science, engineering, mathematics, and physics. There are several branch libraries as well: Dabney Library has a large humanities collection; the Astrophysics Library is located in Cahill; the Geological & Planetary Sciences Library is located in N. Mudd; and the Archives hosts and extensive collection of archival records and special collections. Please check the library website for a detailed listing of hours and locations.

The online library catalog (CLAS) can be accessed from the Library web page. This page also displays the array of databases, journals, and other materials available online at Caltech. Most of these are IP authenticated via the Internet—meaning you can access them anywhere on campus. Please consult a reference librarian if you need advice on which resources are appropriate for your needs.

Special Services and Facilities at the Sherman Fairchild Library
Scanning facilities and study rooms can be reserved through the Libraries. Each study room is equipped with tables, chairs, and at least one computer workstation. Key access is available at the Circulation Desk. Wireless notebook computers can be checked-out at the Circulation Desk upon presenting a current valid picture ID and signing a use agreement. The notebooks can be used in the library up to four hours at a time, but they cannot be reserved in advance.

RECREATION, ADVOCACY, AND SOCIAL RESOURCES

Graduate Student Council (GSC)
The goal of the Graduate Student Council is to maximize the quality of life for graduate students. On the GSC website you can find a calendar of GSC-promoted social events, including the monthly social hour (GUSH) and quarterly term parties. Once you arrive on campus, you may wish to attend any of the monthly meetings regarding academics, advocacy, and social programming. All Caltech graduate students are welcome to attend these meetings; you can learn more about the GSC at the GSC website.

Physical Education and Recreation

For those who desire a less formal athletic environment, Caltech offers a balanced program of individual and group activities through a variety of intercollegiate, physical education, club, intramural, and informal recreational activities such as swimming, racquetball, tennis, aerobics, yoga, cardio, weights, or use of the recreational equipment. Be sure to present your Caltech ID. Membership for enrolled students is covered by the mandatory student fees, and a spouse/partner and family members can join for a small annual fee. Please check Athletics for more information and current rates.

Sustainability at Caltech

Sustainability at Caltech aims to enhance Caltech's core mission of research and education by reducing Caltech's environmental impact and promoting stewardship within the Caltech community. Whether you are looking to further sustainability at Caltech, implement simple practices to live more sustainably or learn about the latest developments in sustainability, we encourage you to browse the sustainability website.

OTHER USEFUL INFORMATION AND RESOURCES

Bicycles

Bicycles are a good means of getting around the Caltech campus and Pasadena. Bicyclists will enjoy the pleasant surroundings of the Caltech campus and the nearby community. For storage, bike racks have been installed around each building. For safety reasons, bikes cannot be stored in corridors, stairways, or other public areas inside the houses and apartment buildings. Please secure your bicycles to a bike rack with a secure lock. We recommend a U-lock to secure your bike and to register your bike with the Pasadena Police Department. A U-lock can be purchased at most bike shops and discount stores. Do not leave your bike unattended and unsecured.

Books and Supplies

Limited supplies are available in the Caltech Bookstore and there are a number of office supply stores within walking distance of campus. Text and reference books should be purchased online. Textbooks for classes are listed and can be purchased on the Bookstore website.

Caltech has made special arrangements for students to make online purchases through a designated book-seller that has guaranteed competitive pricing. However, students are free to purchase books from whatever merchant they choose. We suggest that you purchase your books and supplies as soon as your schedule is finalized to avoid the rush after classes start.

Computers

We recommend that all students bring a personal laptop upon arrival. Caltech Library Services (CLS) has a number of laptops, iPads, Kindles, Nooks, Projectors, Cameras, etc. for Caltech faculty and students to check out. Please see the Library website for more information. If you plan to purchase a new computer, discounts are available through Caltech Wired at the Bookstore.

Copies and Faxes

The "Tech Express", located on the Olive Walk, is a convenient spot to drop off copying jobs, pick up packages, mail letters, and send and receive faxes. The phone number is (626) 395-3703 and the fax is (626) 796-0413.

Information Management Systems and Services (IMSS)

Information Management Systems and Services provide computing website resources for the Caltech campus. All students are provided with an access.caltech account which is a username and password associated with your Caltech UID number. Your access.caltech account allows access to e-mail, file space, network services and more. If you have any questions, please contact the IMSS Help Desk during business hours (Monday-Friday, 8am-5pm). IMSS can be reached at x3500 from a campus phone, (626) 395-3500 from off campus, or by sending e-mail to help@caltech.edu.

Department of Motor Vehicles (DMV)

As a student, you may obtain a California driver's license or a California Identification Card. In order to apply you must:

- Be a resident at least 10 days
- Show that you are employed or a student
- Show proof that you live in the area (utility bills, etc.)
- Bring your passport and social security card
- Complete an application from the DMV office
- Pay $26.00 (cash, check or money order) for an ID card or $31.00 for a driver license.

The DMV has two locations close to the Caltech campus. The Pasadena branch is located at 49 S. Rosemead Boulevard, Pasadena. The Glendale branch is located at 1335 W. Glenoaks Boulevard, Glendale. For general information and appointments call 1-800-777-0133.

When you pass the road test, you will have your picture taken and you will be fingerprinted. You will receive a temporary license at that time. Be prepared to wait three to eight weeks for your permanent driver's license. *Please note: The law in the state of California requires auto insurance for all vehicle owners.*

Parking

Caltech's parking program is fee based. All vehicles parking on the campus must be registered and display a current parking permit. To register your vehicle, please fill out the Caltech Vehicle Registration form and bring it to the parking office. The campus parking office is located at 515 S. Wilson Avenue on the second floor and is open Monday through Friday, 8am to 5pm. The registration form, Caltech parking regulations, and fee structure may be obtained from the parking office website.

Safety and Security

Campus Security is a 24/7 operation consisting of vehicle, foot, and bicycle patrol on the campus. All members of the campus community are encouraged to contact Campus Security immediately of suspicious activity, and for medical or other emergencies. Security officers are trained to respond to and investigate suspicious activity, criminal incidents, and medical or other emergencies. Call x5000 or (626) 395-5000 to report emergencies. Additional information about Campus Security including the Annual Security Report can be accessed via the website.

Although Caltech does not have a large problem with crime on campus, we provide several programs to help ensure your safety. We recommend that you do not walk alone after dark. Ask a friend to walk with you or use the escort service operated through Security. In the event of a fire alarm in your place of residence it is important that you exit the building each and every time. You can be fined up to $500 by the Pasadena Fire Department if you do not leave the building. The alarms are there for your safety.

California is known for its earthquakes. Most earthquakes are relatively small and do not cause any damage. However, everyone should have an earthquake preparedness kit on hand. Should you feel a minor earthquake while on campus, do not become alarmed. Should a major emergency event occur, such as an earthquake, fire, utility failure, or hazardous chemical incident, the Caltech emergency preparedness plan will go into effect. You should follow the directions of the Emergency Preparedness Coordinator as you evacuate your residence or laboratory. For additional information on Caltech's Emergency Management planning, please refer to the Environment Health and Safety website.

Identity Theft/Scams

"Your social security number is linked to a crime…" - *"The police are coming to arrest you…"* - *"You need to pay us in gift cards…"* – These are all examples of real scams used at Caltech.

Unfortunately, college campuses, and most especially international students, are common targets for identity theft and sophisticated telephone scams. There are many variations of scams, but knowing a few facts may help you from becoming a victim of these scams. They may have researched your profile on the Internet and may know information about your academic degree, address, and more. Do not confirm their information. Do not give them more information. Hang up the phone.

Remember:

- No U.S. Government agency (such as local police, FBI, IRS, Social Security, or other) will call you to demand payment by phone.
- No U.S. Government agency will require you to purchase gift cards.

Don't become a victim, know your rights, hang up and immediately contact Caltech Security (626) 395-4701 to file a report.

Caltech Emergency Notification System

Caltech has contracted with Everbridge Emergency Notification Systems to offer the campus community a more interactive communication resource to use during times of crisis. In addition to receiving Caltech Alerts via the app, the Everbridge Mobile Member will also give you the ability to communicate via text and to send photographs of suspicious persons/events directly to Security. Refer to the following the following pages for information on downloading and installing the Everbridge Mobile Member app, and for registering for "Caltech Alerts".

During an emergency, official information will be posted at www.caltech.edu. Recorded information lines will also be activated during or following an emergency: 1-888-427-7465 or 1-888-427-7512. Multiple methods of communication will be utilized to alert students, staff, faculty, and visitors about a hazardous or dangerous situation on Campus. One important method of communication is the

Caltech Emergency Notification System called "Caltech Alerts." The Caltech Emergency Notification System is an alert system that can notify subscribers using four communication methods:

- Voice calls/messages to your home, work and cell phone
- An e-mail to your primary e-mail address
- An SMS text message to your cell phone
- A mobile member alert to your cell phone

Please register at www.access.caltech.edu to receive important alerts. See www.emergencypreparedness.caltech.edu for information on campus emergency plans, procedures and resources.

Caltech

SEE SOMETHING? SAY SOMETHING! – MOBILE APP

Caltech has contracted with Everbridge Emergency Notification Systems to offer the campus community a more interactive communication resource to use during times of crisis. In addition to receiving Caltech Alerts via the app, the Everbridge ContactBridge will also give you the ability to communicate via text and to send photographs of suspicious persons/events directly to Security.

Caltech · Everbridge ContactBridge Single Sign-On Quick Guide

Search for, download, and install the Everbridge **ContactBridge** application from your iPhone or Android App store. If using an iPhone, you may be required to enter your Apple ID & password.

Search for then click on Everbridge in the search from GooglePlay or the iPhone AppStore
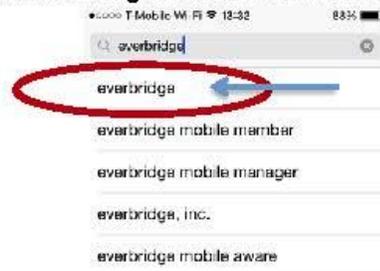
Screen shows:
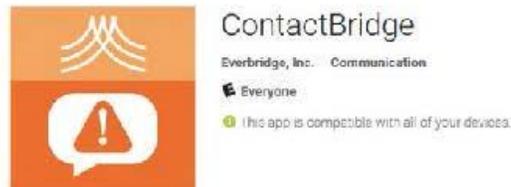
**Allow "Receive Contacts" from the application**

Next, Enable Single Sign-On (SSO)
(Do not enter username and password)

Enter Single Sign-On Key Phrase

caltech5000
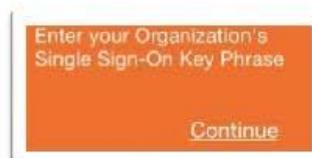
Enter your **access.caltech** name and password.

Questions? Please contact Campus Security at 626 395 4701

Caltech

EMERGENCY COMMUNICATIONS AT CALTECH

During an emergency, official information will be posted at www.Caltech.edu

Recorded information lines will also be activated during or following an emergency:
1 888 427 7465 or 1 888 427 7512

Register for Caltech Alerts

During an emergency, multiple methods of communication will be utilized to alert students, staff, faculty and visitors about a hazardous or dangerous situation on Campus.

One important method of communication is the Caltech Emergency Notification System called **"Caltech Alerts"**.

The Caltech Emergency Notification System is an alert system that can notify subscribers using four communication methods:
- Voice calls/messages to your home, work, and cell phone
- An e-mail to your primary e-mail address
- An SMS text message to your cellphone
- A mobile member alert will be sent to your cell phone

Please register at access.caltech to receive important alerts.

Register for Caltech Alerts

1. Go to **access.caltech**
2. Under **Self Service** select **Personal Information**
3. Enter phone numbers and email

Remember to periodically revisit the site to ensure your contact information is correct.
For Information on campus emergency plans, procedures and resources:
www.emergencypreparedness.caltech.edu

28

HELPFUL PLACES TO CONTACT IF YOU HAVE QUESTIONS

All numbers are in the 626 area code.

Emergency Response	**395-5000**
Athletics, Physical Education, & Recreation gocaltech.com	395-6146
Bookstore bookstore.caltech.edu	395-6161
Caltech Center for Diversity diversity.caltech.edu	395-6207
Caltech Library Services library.caltech.edu	395-6401/395-3404
Caltech Y caltechy.org	395-6163
Career Development Center career.caltech.edu	395-6361
Center for Teaching, Learning and Outreach ctlo.caltech.edu	395-8427
Graduate Student Council gsc.caltech.edu	
Graduate Studies Office gradoffice.caltech.edu	395-6346
Housing Office housing.caltech.edu/grad	395-6176
Information Management Systems and Services (IMSS) imss.caltech.edu	395-3500
International Student Programs international.caltech.edu	395-6330
Office of Residential Experience ore.caltech.edu	395-6321
Registrar's Office registrar.caltech.edu	395-6297
Security Office (non-emergency) security.caltech.edu	395-4701
Student Wellness Services wellness.caltech.edu	395-6393
Title IX titleix.caltech.edu	395-3132
Vice President for Student Affairs studaff.caltech.edu	395-6100