2019 Spring Pre-arrival Webinar Series:
Getting Started and Making Travel Arrangements

Andrea: Hello everyone, and welcome to the next part of our pre-arrival webinar series. And today's topic is getting started and travel arrangements. Thank you for joining us and let's move on.

Andrea: Let's talk about briefly what the webinar series are and their objective. The pre-arrival webinar series is the series provided to Incoming International students and the goal of the series is to prepare the students to arrange an arrival plan for traveling to and living in Iowa City, also to understand orientation expectations and responsibilities, to transition to student life and academics at the University of Iowa. All webinars are recorded and will be posted on our website and the link is provided on the slide. During the webinar if you encounter any technical difficulties, please let us know in the chat function. If you have any questions related to today's topic, please use the Q and A function to post your questions. We will try to answer them live at the end of the webinar as time permits.

Andrea: If you have not received your I-20 or DS-2019 documents please remember that you have to pay the E-ShipGlobal fee first in order for ISSS to email you these documents, or one of these documents. Once you have your document you can apply for visa. So it's very important that you have those. This information is also contained in the pre-arrival checklist in iHawk and the web address is provided here on the slide. Also if you have any questions or concerns in regard to any pre-arrival steps or your immigration documents, please do not hesitate to contact our orientation team at isss-orientation@uiowa.edu.

Andrea: Let's review some important dates. December 7 is the earliest day to arrive to Iowa City, January 6 is the latest date to arrive to Iowa City. And this is because the international graduate and undergraduate student orientation starts on January 7 and goes through January 11, 2019. And on January 14, spring 2019 semester begins.

Andrea: Let's introduce ourselves. My name is Andrea Siebenmann, I am an advisor at ISSS, and I will be our webinar moderator today, and I will also be presenting. I will let my other co-presenter introduce himself.

Michael: My name is Michael Bortscheller. I'm the assistant director with ISSS and I'll be presenting first with information about MyUI in just a moment.

Andrea: Thank you. Let's review today's goals. The first goal is to introduce you to MyUI and admission profile, then we will introduce you to the iHawk system, and then we will review the pre-arrival checklist. There will be one more goal, and that will be going over some travel arrangements. And then finally we will do some live question and answer. Michael?

Michael: All right. So by now hopefully all of you have seen MyUI because that's where you're going to go to apply for your admission to the University of Iowa. And after you've applied you'll have your admissions profile that you can look at to get information about your application and information about other university resources that you can use even before you arrive; that's what we're going to talk
about. As Andrea said, if you have any questions at all, please type them in the Q and A function, and if you're having any technical difficulties please leave us a note in the chat function.

Michael: So first of all, when you log in to MyUI, which is MyUI.iowa.edu, you'll see a number of different tiles. These squares are what we call tiles and the different squares have different things that they can take you to and that you can access. So we're going to highlight few of these right now. The first thing we're going to highlight, and this is going to be very important when you're here on campus, is your address change. One of the things that international students always have to do is update their address to their U.S. address and this is how you will do that. After you arrive on campus, or before, if you know where you're going to live, you'll go into MyUI, click on address change, and update your address.

Michael: Next is your admissions profile again. That's what we're going to be talking about here in a little bit. Your admissions profile gives you helpful information about your application, and about the process that you're going to have leading up to the orientation itself.

Michael: Next we have your name pronunciation. Now, this is really helpful because many people in the United States are going to be unfamiliar with your name if it's not from an English language background and, you know, most Americans would like to pronounce your name correctly, they just don't know how. So using this function, you can actually record yourself saying your name and then everyone on campus will know how to refer to you.

Michael: Speaking of referring to you, we also have your preferred name and preferred pronouns. This allows you to make sure that you are properly identified when you arrive on campus. So if you have a nickname that you want people to refer to you as, you can indicate it here. If you have specific pronouns that you want people to use you can also indicate that here. One thing I will note: in ISSS we will always use your passport name when we call you but you can indicate your preferred name for the rest of the University of Iowa campus.

Michael: Finally I want to highlight the login information. Now, this is probably something you've already done, so you already know it, but just in case; when you're logging into my UI you're going to click this blue button that says HawkID log-in. Your HawkID is your username for all University of Iowa services. Andrea will be talking about your HawkID in her section as well. It's what you always use to log into any service at the University of Iowa.

Michael: Now once you've actually applied admissions is going to send you that HawkID and password. So all of you should have that by now. This is how you're going to track the status of your application through your admissions profile. You can find your admissions profile by going to the quick links in my UI. Now we're going to take a look at what an admissions profile looks like.

Michael: So this is an example of what your admissions profile might look like. You see, there's a lot of information here. It's got your personal information, your residing information, and there are these wonderful helpful links on the right-hand side. These can take you to things that you might need to use before you arrive or even after you've got here, even after you've arrived on campus, you might want to access some of that information. Now we're going to go over some more specific information in your admissions profile, and what it can do for you.
Michael: In your admissions profile, you can accept the offer of admission and pay the acceptance fee. If you haven’t done this yet, we recommend you do it as soon as possible. The sooner you pay your acceptance fee, the sooner you can secure your place at the University of Iowa. Another thing that you should do as soon as possible is submit your housing application. If you want to live in the dormitories on campus, you should submit your application as soon as possible to ensure that you have space. Now if you listen to one of our previous webinars or if you viewed the video, we had a presentation of about on-campus housing. If you weren’t able to watch that, you can go find it online and get more information about housing.

Michael: You can set up your University of Iowa email account. Everyone on the University of Iowa campus has a University of Iowa email account, and this is the email address that ISSS uses to contact you. So it’s important that you get that set up as soon as possible. Another thing you can do in your admissions profile is find the relevant placement tests. When you’re coming to the University of Iowa, it is often helpful to take a placement test before you arrive. It’s especially useful in mathematics even if you don’t plan on taking a lot of math courses on campus taking the math placement test will help your academic advisor determine what level you need to be in for some classes. There’s also a chemistry diagnostic test, and for people whose first language is English, there’s a world language test, but if your first language is something other than English, you don’t need to worry about that test.

Michael: You can also download the medical history form. This is something that Andrea will mention briefly later when she talks about the pre-arrival checklist because we have some information there as well. But you can actually get the form itself in the admissions profile. And so when you’re looking at information in your admissions profile, you’ll see something that looks kind of like this or you may see something that looks like this. So in our example here, a person can see their TOEFL test scores, they can see that they’ve submitted their financial verification and their passport, their high school transcripts, but what I want to point out is that this person has some things that they still need to do.

Michael: And so, if your profile looks like this, if you see a little red box that says you still need to submit something, then you should pay attention to that because in this case, that means that you would still have to submit the acceptance fee and they still need a final transcript. It has information down below that says that you can only do that by sending it to the office of admissions. So be sure to check your admissions profile to see if there’s anything that you still need to submit.

Michael: Farther along in your admissions profile, we have the section for your next steps. Now, this is where you can see how to do some things and there’s two in particular that I’m going to highlight. The first one is how do you get that immigration document that Andrea mentioned earlier? If you want to get your I-20 or DS 2019, you’ll have to finish the pre-arrival checklist in iHawk, specifically the part about paying the E-Ship Global mailing fee, and if you haven’t done so, you would have to accept the offer of admission. Now if you’re an undergraduate student, that’s a $250 acceptance. I don’t exactly remember the graduate rate, but for undergraduates it is $250. As you can see on here, there’s other things as well, such as signing up for your University of Iowa email account and even creating guest accounts, so that a parent or guardian could access information about your profile if they needed it.
Michael: And that's the end of my UI in admissions profile information. Now I'm going to hand the presentation off to Andrea so that she can talk about iHawk in the pre-arrival checklist.

Andrea: OK. Thank you, Michael. This is going to be quite a bit of details. So you can always revisit the presentation later if you need if you have any questions or concerns about any parts of the pre-arrival checklist.

Andrea: Well as a new student, you will be required to login to iHawk in order to be able to follow through with the pre-arrival checklist. Here on the slides, you will see the login Web page and link. And in order to log in you will need to click on that blue button and when you do it will take you to the following page which shows the login credentials. Here on this page, you will use your HawkID. This is usually an abbreviation of your first and last name that will be provided to you in the admission documentation or admissions letter. Then you will also have the password in order to be able to login, so make sure that you have this information when you try to get this done. Also, we would advise that you please bookmark the iHawk link because you will be using it quite a bit in throughout the process.

Andrea: Let's walk through the different faces of the pre-arrival checklist. Basically, the different stages of the checklist correspond with different tabs. So first, we have the welcome tab, then the arrival tab, information collection, online exams and courses, and orientation. We will next walk through each of these stages individually. First is the welcome tab where we are asking you to submit your passport and financial guarantee information. So basically, after a program admission is confirmed to you, we are going to issue an initial I-20 form. In order for us to do that, and to complete and issue this form, we need the passport information. That means the correct spelling of your name, date of birth, and all of the other details. What we need is basically your passport page with the photo and your name and other information. When you're uploading this information in iHawk or this part of pre arrival checklist and you have any issues, let us know and send email to ISSS-orientation@uiowa.edu. Please also make sure that when you submit this information that your passport is valid for at least 6 months and more after your arrival day to the university.

Andrea: We have already talked about this, Michael mention it too and I did earlier, that next stage you will have to pay the E-Ship Global mailing fee in order for us to ship you the I-20 or DS 2019 form, dependent on which student status you will have at the university. And based on this payment, we will be able to ensure that you receive your I-20 on time.

Andrea: Next, let's move on to the arrival information tab. on this tab you will have several items that need to be completed as well. First, is the pre-arrival contact information, where we are asking basically for information for your parent or guardian, not the agency that is helping you to go through the admissions process, It has to be your relative or whoever has a guardianship. Next item that we would like to highlight here is to book flight to the Eastern Iowa airport. This is important information and we will talk about this later in the webinar that you need to be aware that basically the preferred airport location is eastern Iowa airport, which is coded as CID. The airport is located in Cedar Rapids, Iowa. Also as a reminder, please make sure that you arrive minimum within 30 days or less before the start of the semester which means that the earliest arrival is December 7 and the latest arrival January 6, 2019. We will later talk also about the airport welcome program. But at this stage it is important for you to remember to book your flight to eastern Iowa airport.
Andrea: Next, we will be covering some information about housing. Again, Michael mentioned too that we have already held the webinar for on campus and off campus housing and a lot of detailed information, you can find at the recording that is posted on our website from the webinar that was held on September 21. Next, you will be required to pay a SEVIS fee. Every new student coming to the United States is required to pay this fee. Here on the slide we are showing you the website where you can do this, it's an online payment very convenient, very instant, you can print the receipt from it, and remember that this documentation is also required when you have your visa interview. So that's why it's important for you to have this fee paid before you even go and apply for a visa. The next item that you will be asked to do is to confirm and go through the new student orientation. Our orientation in January will be joined for both graduate and undergraduate students.

Andrea: Let's move on to the information collection part of the pre-arrival checklist. In the first part of this tab is asking you to apply for a visa, as we talked about paying the SEVIS fee and you having your I-20 or DS 2019 all of those documents and more are required for you to apply for visa. You apply at the U.S. embassy or consulate in your area, it's very easy to find the locations if you just Google that on your Internet browser. Next, we're going to ask you for a very brief biographical information, and then also we would like you to make sure to submit health and immunization information. This is important information and required before the orientation, and the link here on this tab has a lot of text that is explaining to you what it is that we need, by when we need it, and how you can submit this information to the health and wellness center here at the University of Iowa. I would like to only mention that please do not get the TB skin or blood test or BCG vaccine before traveling to the US; all of this needs to be done after you arrive here to the University of Iowa. Also if you are a student 18 years and younger you'll have to fill out the minor consent form for the purposes of this documentation.

Andrea: All right. Next, we are asking for the transcripts from your high school, we need originals only you can mail these or bring them in-person to the orientation. If you do not submit the transcript on time, unfortunately, you will not be able to register next semester. Our system automatically notifies us whether student can or has submitted the transcripts and if that condition has not been met, you will not be able to register for the following semester unless you have met this requirement. the next item is the arrival information. This is where we are providing you a little bit more information on, again, as a reminder, where to arrive, and that would be the airport that we mentioned already, when you need to arrive and then also there is some assistance with local transportation information. We are mentioning a little bit about the airport shuttle services, as well as the other transportation and I will talk about that a little bit more later. Finally you would be required to upload your visa for us so that we can cross check your immigration documentation and either during the orientation and prior to it. Again, if you do not receive your F-1 Visa, unfortunately, you will not be able to enter United States. Visa is really the main requirement, in addition to the other documents, this is the main requirement for you to be admissible to the country. So make sure you have this taken care of on time.

Andrea: The next tab and next phase of the pre-arrival checklist is dedicated to online exams and courses. In this part we are asking you to complete several placement exams or give you information which ones they are and why you need to take them. Some students are required to take these exams in order for their academic advisor here at the university to provide you with the most appropriate advice that would be tailored specifically for you and your academic needs. And many students are required to take and submit their for example, their TOEFL English testing, depending on the testing, we also
determine whether students need their English placement test. And this would be indicated if you receive a blue letter with your I-20 and this can be done and you will be scheduled by us to attend this test. Typically it's done at the very beginning of the orientation week. So it is very important that you would be available and present when the testing is being done.

Andrea: The next requirement for you is to be enrolled in success at Iowa online course. This is a requirement for all undergraduate students and the course opens for students who are starting their program in spring or in January, the course typically opens on December 1. We will be also discussing those requirement a little bit in the detail or mentioning on our webinar on November 2 when we will be discussing more about orientation. So please make sure to pay attention to more information from us about this online course. And finally, we have moved on to the last tab which speaks about orientation. Basically in this tab, it will not appear unless the schedule was created and finalized for you. This is where you can also contact our office and especially the orientation team if you have any question/concerns. But basically what we would like to emphasize at this point is that once your orientation schedule is generated in this point, make sure that when you either printed or if you downloaded in your digital device that you follow only your own schedule. Each schedule is uniquely tailored to you and it has the appointment that only you should be attending. Of course, there will be some general sessions where all students will be required to be present, but many of the meetings that are going to be shown on the schedule will be uniquely yours, so please do not follow your friends or other classmates if they are asking you to join them. That may not be appropriate. If you have any questions about this, please let us know. But hopefully, this is helpful to you to understand what is going to be required.

Andrea: Also you can bring your schedule to the orientation session, and can be also in digital version just as I mentioned earlier or it can be printed. And finally, for this part of the presentation, I would like to finish with showing you the useful links and resources webpage that we have available for you as our new students. Here in the red color on this slide you can see the link to our web page for new students and how you can get through it from our international students and scholars main page. Here is the actual web page with all the information that is relevant to you, including the pre arrival webinar, pre-arrival checklist information, and more. And also on this same page if you scroll down, you can go and see more information about orientation, especially the dates, the English proficiency evaluation, or even frequently asked questions that can help you help guide you through the process.

Andrea: Alright. Let's move on to some information about how you're going to make your travel arrangements to United States and to Iowa. Alright, I had mentioned already in the tab on information collection, that there is a link called Arrival information. This link is going to be asking you or providing you, first of all, with some detail information about the airport, as mentioned earlier. We were going to ask you about preliminary plans for you to arrive to Iowa City and we're going to also give you some information as to what are the best options for you in terms of where you plan to arrive. For example, if you are arriving to eastern Iowa airport or Cedar Rapids we’re going to be suggesting that you take some local transportation. If you are arriving somewhere else, such as Chicago, Des Moines, Minneapolis, and other airports in the U.S., unfortunately, you will all have to make your own arrangements on how to get from those airports if they're going to be final destinations: how do you get from those airports here to Iowa and specifically Iowa City. If you were going to be in United States and you just going to be driving
to the Iowa City area, then we would suggest to use mostly interstate 80 because that's where Iowa City is located, conveniently located, I should mention.

Andrea: Before you depart, and here are some specific kinds of detailed information on what we would recommend to keep in mind when you are preparing for your travel and especially packing, that you need to follow Airlines specifications for the checked in luggage and for carry-on luggage it would apply the same. Except that we also have a specific 3 1 1 rule for all carry-ons. And this is regarding especially when you would be going through the security check at the airport. When you fly to United States, you may be checked for the presence of any liquids in your carry-on luggage and, for example, sharp or flammable objects and medications have their own specific rules, so please make sure you familiarize yourself with these rules so that you do not have to be delayed for your flight.

Andrea: Security scan, airport security: the procedures may vary for these scans and so please be also aware of what your local airport requires of you. For example, sometimes they ask people to remove their shoes, sometimes they don't, sometimes you have to set aside your belt from your pants, sometimes you don't have to, so make sure you know that. Also be prepared, always be prepared, for some maybe longer layovers or a little bit of a flight delay or missed connections. So be aware that this may also happen. I hope not, but it always pays to be prepared, to be flexible, and to have some contact information for your airlines or for any travel agency that helped you book your flight. Also it sometimes it is useful to have a small amount of U.S. currency in cash with you.

Andrea: In terms of packing and other tips, please go to the website that is being referenced by the URL or the Web link on our slide, where our housing department at the University has provided some list of essentials that need to be brought in, but in addition to that I would like to mention that valid passport visa and University of Iowa issued either I 20 or DS 2019 as well as your admission letter, and financial documentation should be in your carry-on luggage and you need to carry those with you. Those are the critical documents that you definitely will need in order to be admitted without any issues at the customs and border protection at the arriving airport here in the U.S. The early essentials would be basically some prescriptions as needed, and then also some orientation/admission-related documents, then some electronics. Of course, a preferred clothing, and household small items, remember that those could be also be bought or borrowed out here at the University later on, so you don't have to worry about that. And again, if you have any issues or questions about any of these feel free to contact us.

Andrea: And finally, in order to prepare for your travel to Iowa, be aware that after you arrive to the U. S. at the airport, at the entry airport, you will have to go through the U S customs check first then and also you will be checked in through the customs and border protection where they will ask you for your immigration documents and may ask you certain questions. In some cases you might - you don't have to necessarily - you might be asked to go through secondary inspection, which is only basically a cross checking and double checking all of your biographical and other information that is related your travel and entry and reason for entry into United States as a student in F-1 or J-1 visa. The secondary inspection that might happen could slightly delay you for your next flight, it all depends how much time do you have between your arrival flight to the U.S. and your first port of entry, and then how much time you have for your connecting flight if you have booked that too.

Andrea: Then you will retrieve your luggage at the airport and then go through the agricultural/customs check and then you would go to your connecting flight. It always pays to read closely the departure
flight boards for any updates as to where you will be boarding your flight, which gates, and you can always, of course ask the airport staff if you have any questions.

Andrea: And finally I would like to show you just visually where Iowa is in relation to any other states in United States where it's located. It's located in the heart of United States and basically in Iowa itself, this is where the airport is in Cedar Rapids, and then here is Iowa City. So the distance is very close, it's about 40 kilometers and about 25 miles, so it's a short distance. However, at the Cedar Rapids airport are not necessarily all the transportation services that you would expect at major major airports around the world or, for example, in United States in Chicago, or Des Moines even or New York. So that's why we would like to discuss with you a little bit and give you a recommendation that it might pay to make your transportation arrangements from eastern Iowa Airport to Iowa City in advance. OK. Here on the pictures are just some examples of how the luggage retrieval areas looks now at the airport. And this is another view of that area and on the left side, you will see there are some rental kiosks and check-in counters, as well as the counter for the airport shuttle. The shuttle can be a convenient way to get you to Iowa City from the airport. It's also a very safe and reliable way to get there, however an advance reservation and payment would be strongly recommended for the service.

Andrea: On this slide is a web link to the ground transportation at the Eastern Iowa airport. And in addition to the shuttle that I mentioned earlier, there are also some taxis, there is a limo, and you can also schedule an Uber. I'm not sure if they have a Lyft at the airport. Do you know?

Michael: I know that lift exists in the Iowa City - Cedar Rapids community, I'm not sure that Lyft is going to be right by the airport, it might be different by then though.

Andrea: So there are some options, and in terms of taxis, I would like to bring to your attention of one thing that, make sure that you're not taking a yellow taxi that is originating from Cedar Rapids because that could be a very expensive ride to Iowa City. So make sure that any taxi that you schedule be one that specifically is from Iowa City just taking passengers back to the city. That should not be as expensive. And the rates and other shuttle rates are all on the website from the airport, as shown here on this slide. Also I would like to mention a quick reminder that basically the university offices do not provide the transportation to Iowa City area, an ISSS staff cannot be pick you at the airport either. We may have a presence of some students at the airport but at this time we need to confirm this, and if that's a possibility that we will let you know, but it is time, just make sure that you familiarize yourself with the ground transportation options at the airport.

Michael: Alright, so if there’s any questions that you feel like didn’t get answered, you can email us at ISSS-orientation@uiowa.edu. You can email that same site for any questions about the pre-arrival checklist or other issues you’ve had before arrival. And, like I said, we are going to post a brief survey about our webinars in the chat section. And so we would love it if you take a little bit of time to fill out that survey and fill out some questions to help us improve the webinar series.

Michael: And so before we finish up here, let’s make an announcement about some upcoming webinars that we have. On November 2, we’re going to have a presentation on understanding orientation expectations, responsibilities, and placement tests. November 16 we'll have one on the university bill and health insurance, and finally on November 30, we’ll have one on academic expectations. And again, if you missed our previous one on housing, you can find that posted online.
Andrea: Thank you so much, Michael, and thank you for attending the webinar today. Thank you so much and we look forward to seeing you back on November 2.

Questions and Answers

Andrea: OK, let's move on to the Q and A part of our webinar.

Michael: OK. So we have some questions here and I'm just going to go ahead and get us started off. How often should I check MyUI?

Andrea: How often?

Michael: I suppose since I presented the MyUI part, I can answer that. I would recommend checking MyUI every couple of weeks just to see if there's any new information in your admissions profile, but I would recommend checking the email address that you used for your application much more frequently than that. If we have some urgent message for you we're going to contact you at that email address, but it's still a good idea to check MyUI at least once a week until you're here on campus.

Michael: The next question wants to know if there is any app that they can use to look for MyUI and iHawk because they don't have a laptop with them all the time. And when I guess I would say to that is that there is not an app for those services exactly, but you can access them from a mobile browser. So even if you're on your phone if you simply type in the MyUI.uiowa.edu, or if you type in iHawk.uiowa.edu, you'll be able to log into those services even though it's from your phone.

Michael: Alright the next question. I'm a grad student; do I need to arrange housing during orientation week. I'm gonna let Andrea answer that one.

Andrea: Ok, as a graduate student, it would be helpful for you to have housing during the orientation week, but being a graduate student, and it depends on when you arrive, as we mentioned earlier, the latest arrival that is recommended strongly is January 6. So depending on when you arrive really, you can contact the off-campus housing about the options of starting to rent an apartment or sharing an apartment or other housing options with other students and basically it would be required that you start this and make this arrangement beforehand. If you do not have sufficient time to make these arrangements, there are some temporary housing options in the Iowa City area such as different motels hotels or bed and breakfasts, they are not the cheapest, but then at the same time they will offer you some options to stay during the orientation week if you do not have an option to make the firm commitment to any housing prior to your arrival.

Michael: OK. So our next question is: can I take a picture of my visa?

Andrea: Yes, indeed. And that is one of the requirements in the pre-arrival checklist part where we are collecting your information and where we are asking for you to upload your visa. And so what will you
do? You will just take a picture of the visa stamp that was put in your passport, upload it, and you’re done.

Michael: And one thing that I’ll note, when you’re uploading information inHawk, make sure that you’re taking a picture of the visa stamp in your passport, not your visa credit card, because we’ve had students confused by that in the past.

Andrea: Thank you Michael. That’s a good distinction.

Michael: So the next question. I can answer this one. Can you share the names of some other students because I want to travel with someone together. While it would be great to travel with somebody who’s coming to the University of Iowa as well and get to know them, there are certain privacy laws in the United States that prevent us from sharing any of that information. So when you arrive here you’re going to hear about this thing called FERPA and that prevents us from sharing information like private information with you. So unfortunately, answer is we cannot share that information.

Andrea: Well, and that’s a difficult question to answer too because it depends on what is important for you at which stage of your preparation before you arrive to United States and our website is actually, for example, the website for new students has different sections are based on, for example, whether it’s the orientation part that you’re interested in and have questions, or if you have questions about the environment or places here in Iowa City area. We have separate questions separate links about that or if you are just basically needing information on the academics, we also have that section on that website, so just feel free to browse through and I would strongly recommend to make yourself familiar with what the different links on our website offer, and what kind of information and even when you do not find answers to any questions or that information is not what you were looking for, feel free to always email at ISSS-orientation@uiowa.edu or even at ISSS@uiowa.edu, you are certainly welcome to first make yourself familiar with the webpages and if there is information missing, do let us know. We always look for some positive and constructive feedback on our web pages and their content, and we want to make sure that they do address your needs as new students.

Andrea: Alright, just a few more questions. Is the airport shuttle expensive?

Michael: Well, and that’s relative to what do you expect to pay for such a ride, but basically the airport shuttle fee, one way fee, is $39 or $36 about and we believe that that's a very reasonable cost considering that this is a service that will take you exactly to the location that you would like them to take you. So and I know that the shuttle can be paid by cash or by credit card, so you have some options and how you can pay for the shuttle too, but you definitely have to do that once you check in and reserve the shuttle.

Andrea: That’s a very good question and it sometimes depends on which airport you’re arriving first because the bigger the airport sometimes you may need more time in order to be cleared through the both immigration check-in and then also customs. After that, you know, making your way to your gate
where your flight departs. The standard time between flights that the airlines and travel agents usually offer is about an hour as the minimum time. We would recommend since you’re new arriving and that you will be going through the immigration check-in, I would say at least hour and a half or a couple hours would be safe time to have between the flights.

Michael: OK and finally our last question. If I'm not 18 yet do I need permission to live in a hotel?

Andrea: I am not sure.

Michael: So I can answer that. Actually that is a great question, because it's a complicated issue. Yes, if you are not 18, you are not yet considered an adult in the United States; you’re what's considered a minor. In those cases you would need special permission or some sort of indication from a parent or guardian if you wanted to get a hotel room in the United States. Now, there are some places that you can stay such as the Iowa House Hotel, which is a hotel on campus, and that is one place where you can stay even if you are under the age of 18.

Michael: And with that, I believe we've answered all of the questions.