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INTO Mason reserves the right to change the policies and procedures included in the Student Guidebook at any time.
Student Services: Admissions and Pre-arrival

Enrollment staff can help you with admissibility questions, I-20 issuance, deferral, re-enrollment, visa and/or sponsor support letters, and more.

Enrolling at INTO Mason

• To enroll, email intoadmissions@gmu.edu to get started. You may submit your application, or you may get started by emailing questions about the application process and our programs.
• You will be given an IN number after you apply (IN:E1234567Q); be sure to include this number in any email communication about your enrollment so that we can track your record.
• To enroll, you will need to provide a completed application, passport, and official transcripts. If you are admissible to our programs, you will additionally need to provide financial documents so that we can issue your immigration documents.

Admissions Decisions

• To enroll in Academic English, we will need to receive proof that you graduated high school.
• If we send you an offer letter, the email will include any additional documents you need in order to confirm your place at INTO Mason and be issued your I-20.
• If you receive a denial letter, read the wording carefully; in some cases you may still be admissible to our programs, just not the one you applied to.
• Pay close attention to the wording on your offer letter, it will describe anything further you need to confirm your place, as well as any conditions you may need to meet in order to progress from your program.

Issuing Your I-20

• Once we have received your signed acceptance form and deposit, we will issue your I-20.
• Shipping costs for the I-20 document are $100 international or $20 domestic. All I-20s are shipped via express mail; if you would like to pick up your I-20, or have someone pick it up for you, let us know and we will be able to work with you to make arrangements.
• If you do not require an I-20 due to your immigration status, let us know early in the process so that we do not request unnecessary items from you.
• Please note that not all visa types are acceptable for study. If you have any questions, email intoadmissions@gmu.edu as soon as possible so that we can figure out your needs.

Arrival

• If you are going to be late to orientation for any reason, let us know as soon as possible, including the reason you will need to be late as well as the date you expect to arrive.
• Not all late arrival requests will be approved. Your request may be rejected, or you may be subject to a late arrival fee of $250.
• If your late arrival is approved, we will issue you a late arrival letter so that you are able to pass through immigration after the start date, and will make arrangements for your late arrival.
• All new students must submit official transcripts during orientation week; if you are unable to obtain yours for any reason, let us know ASAP, as a hold will be placed on your account if they are not submitted.
Mission of INTO Mason:
As an integral member of the George Mason University community, INTO Mason creates vibrant experiences for international students through transformational learning opportunities tailored to meet specific linguistic, academic and cultural needs.

Student Services: Welcome

INTO Mason Student Services supports international student success and well being through providing resources and learning opportunities that promote successful transition, engagement and integration within the George Mason University community. Visit us at the Mason Global Center Welcome Desk.

INTO Mason Student Services and Welcome Desk

• **Location**: Mason Global Center Lobby
• **Office Hours**: Monday - Friday 9:00am – 5:00pm
• **Phone**: (703) 993-4501

Our staff members specialize in the following areas:

• New student arrivals
• Housing
• Orientation
• Events, campus activities and field trips
• Student care and concerns, as well as health and wellness
• Student conduct

INTO Mason Student Services Team

Jessica Biddle  
(Director of Student Experience)

Cassie Larson  
(Senior Coordinator, Orientation and Engagement)

Kenny Jones  
(Senior Coordinator, Care and Conduct)
Student Services: Adjusting to Life in the US

Adjusting to Life in the United States

Studying in the United States is a new adventure! We know you have been looking forward to your time at Mason and might be excited to try a lot of new things right away. Remember to take your time. It is normal to experience a period of cultural adjustment, also known as culture shock, when you arrive in a new place. The culture in the US may be very different from the culture in your home country.

Culture shock affects each person in a different way. Some of the symptoms may be:

- Anxiety
- Fatigue
- Withdrawal
- Irritability
- Homesickness

- Depression
- Self-doubt
- Difficulty studying
- Trouble sleeping

If you are suffering from any of these symptoms, you can contact anyone on the Student Services team. We are here to help! We can direct you to campus resources that may help you or just listen to what you have to say.

How You Can Minimize Culture Shock

- Make new friends and get yourself involved with campus activities.
- Take care of yourself: rest, eat well and exercise.
- Take a break from your routine every day and do something new and fun.
- Be positive and surround yourself with supportive, friendly people.

US Cultural Traditions That May be Different From Your Own:

- When meeting for the first time, people in the United States shake hands.
- People may speak much louder or more quietly than in your home country.
- If someone offers you food that you cannot eat, politely tell them you cannot eat the food for religious/cultural reasons. The person will not be offended and might be curious to learn more about your religion or about your culture.
- If someone offers you something you want, be direct, say yes the first time they offer it to you.
- People in the US often demonstrate affection such as holding hands, hugging and kissing in public places. Consider this normal behavior.
- Prices in stores are typically final. Bargaining is rare.
- Common conversation topics with new people you meet include weather, travel, food, classes, jobs, sports, music, movies, fashion, and other hobbies.
- Topics that are typically avoided unless you have a close relationship with another person: money, family, ethnicity, sexuality, politics and religion.
- Time is very important in the US. Be on time to your meetings and appointments.
- Communication is direct and informal, usually. You may have professors who ask you to call them by their first name.
# International Student Success Roadmap

A suggested roadmap to help international students navigate college and achieve post-graduation success.

## GET STARTED

### Pre-Arrival

- Confirm your acceptance
- Obtain your immigration documents
- Arrange on-campus housing
- Confirm on-campus housing
- Book travel and arrival details

### First Year

- Attend orientation and meet your academic advisor

### Second Year

- Declare (or affirm) your major
- Check-in with OIPS for updated immigration documents
- Join a student organization
- Meet with your (major) academic advisor
- Participate in cultural events or activities
- Visit Career Services and explore Handshake
- Find an on-campus job

### Third Year

- Find a volunteer opportunity in the community
- Seek leadership opportunities
- Seek out stress management resources
- Meet with OIPS to discuss work eligibility
- Attend a career fair
- Update your academic plan with your advisor
- Explore undergraduate research opportunities

### Fourth Year

- Learn about OPT and apply for jobs or graduate programs
- Schedule OIPS appointment about post-graduation plans
- Complete a graduation check with your advisor
- Apply for graduation on Patriot Web

### Graduation

- Update your LinkedIn Account
- Stay involved through the Alumni Network
- Complete Exit and Career Plan Surveys
- Attend a graduation celebration
Student Services: First Days

Your first few days in the United States can be a whirlwind of information. Below is some information on important tasks (such as finalizing immigration, purchasing a cell phone, and setting up a bank account) to complete during your first few weeks here.

Cell Phones in the US

The Washington, DC, area is covered by all four major cell phone providers: AT&T, Verizon, T-Mobile, and Sprint. For a monthly service plan, you will likely need to sign a two-year service agreement. You will be able to choose a plan that offers you the amount of data and number or talk minutes you need each month. Penalty charges will apply if you cancel your contract before the end of two years.

If you do not want to sign a two-year agreement, you have a choice of pre-paid or pay-as-you-go plans. After you use up the credits you buy for data and minutes, you can buy more. There is no contract with this type of plan.

Banking in Fairfax

You will need to open a bank account when you first arrive. Most banks in Fairfax offer free checking accounts to Mason students. Bring your Mason ID, passport, and I-20 with you when you go and set up your bank account. You should not carry large amounts of cash with you.

If you would like more information on specific banks, please ask for a copy of the INTO Mason Community Resource Guide at the Mason Global Center front desk or view it online at: ww2.gmu.edu/academics/into-mason/student-resources.

Your F-1 or J-1 Immigration Status

If you are an F-1 or J-1 international student you need to check in with the Office for International Programs and Services (OIPS) upon your arrival. This office is responsible for activating your SEVIS record.

OIPS has immigration advisors available to speak with you if you ever have questions about your immigration status. INTO Mason has an immigration advisor available part-time in the Mason Global Center; hours for each semester are posted at the Mason Global Center front desk. If the immigration advisor is not available at the Global Center and you need immigration advising, you may visit the main office listed below. OIPS also offers internationally-themed programming such as I-café, and International week. Ask the Student Services team for more information about getting involved!

Please note: If you are not on an F-1 or J-1 status, you do not need to check in with OIPS.

Location: SUB I, 4th Floor, Suite 4300

Phone: 703-993-2970
Student Services: Navigating Campus

Mason ID Card

During orientation week, we will take you to the Card Office to get your Mason ID card. Keep this card on you at all times!

Your Mason ID gives you access to:

- Library
- Dining Halls
- Free bus rides
- Your residence hall building and room
- Campus gyms and recreational facilities
- Discounts at many stores around Fairfax
- Discounts and priority seating at Patriot Center events
- Free admission to the JC Cinema, concerts, and other university events

Parking Services

You must purchase a student parking permit to park your car on campus. You can purchase a student parking permit at Parking Services on the Fairfax campus. If you want to park at the Mason Global Center, you must ask for a Mason Global Center Parking Permit.

- **Phone**: (703) 993-4357
- **Website**: transportation.gmu.edu/parking-services

Remember to display the decal on your car’s rear view mirror.

Mason Shuttles

Mason shuttles are FREE with your Mason ID! These shuttles can take you to Fair Oaks Mall, Fair Lakes Shopping Centre, Fairfax Corner, and the Vienna metro station.

See Mason Shuttle schedules online: shuttle.gmu.edu

Mail Services

If you live on campus, you will have a personal mailbox number (PMB) at the HUB. Check with the Welcome Desk to learn your personal mailbox number and location.

Your on-campus mailing address follows this format:

YOUR NAME
4450 Rivanna River Way PMB #
Fairfax, VA 22030
Student Services: Driving in Virginia

Getting a Virginia Driver’s License

You will need a Virginia driver’s license to drive in Virginia. Not all countries’ driving licenses are valid in the US, even with an international driving permit.

You may be required to take a knowledge exam, a road skills test and a vision screening to get a driver’s license. A Virginia Driver’s Manual will help with each step of getting a driver’s license. You can download the manual and take practice tests on the DMV website: dmv.virginia.gov/dmv-manuals

To get your license you will need to bring:

- Passport
- Visa
- I-20
- I-94 number
- Proof of residence
  - If living on campus, request a letter from the front desk
  - If living off campus, bring a lease agreement, bank statement, or utility bill with your name and address on it

See dmv.virginia.gov/drivers/#applying.asp for more information.

Traffic (Driving) Laws

If you break a traffic law, you may get stopped by the police. For most traffic violations, you will get a ticket and need to pay a fine. The ticket might also require that you go to traffic court to speak to a judge.

Avoid traffic violations by obeying the speed limit and by being considerate of other drivers.

If you do get stopped by a police officer, stop on the right side of the road as soon as it is safe. Turn off your car and roll down your window. Do not attempt to argue with a police officer. Do not offer a bribe (money) to a police officer. If a police officer thinks you are threatening him or her, or that you are offering a bribe, he or she might decide to arrest you.

Drinking alcohol and then driving (drunk driving) is illegal.

Do not drive if you have had any alcohol to drink!
Student Services: Getting Involved

Student Involvement

Mason has so much to offer you! Mason students have created more than 300 student clubs and organizations, so you can definitely find a group of students who like to do the same things you like to do. Below are some great examples to help you begin.

• Check the website to find a club, organization, or event that interests you: si.gmu.edu
• Find things going on at Mason: mason360.gmu.edu

These are just a few examples of activities our students are involved in:

• 4Corners Christian Fellowship
• Access Islam
• Aerospace Engineering Club
• African Student Association
• Chinese Students & Scholars Association
• George Mason Fraternities and Sororities
• George Mason Robotics Club
• Indian Student Association
• International Friendship Connection
• Intramurals (Mason has more than 25 student sports teams at all different levels)
• Medical Amnesty Program
• Pakistani Students Association
• WGMU Radio Show

Looking for even more things to do?

Ask for a copy of our community resource guide at the Mason Global Center front desk. It has many recommendations from students just like you!

INTO Mason will send you weekly newsletters with events going on around campus. Be sure to check you Mason email often so you never miss an event! INTO Mason also organizes the following events:

• Field Trips
  • These include: apple picking, visiting Mt. Vernon, the cherry blossom festival, going to baseball games, visiting nearby cities such as Baltimore and Philadelphia

• Educational Workshops
  • These include: navigating health insurance, getting a US license, nutrition classes

• Cultural Activities
  • These include: Tea & Talk, Conversation Partner Program, Holiday celebrations

• Leadership Opportunities
  • Cultural Liaison, Orientation Leader, INTO Mason Ambassador
Student Services: Living On-Campus

Resident Advisors

Each floor of the residence hall has a Resident Advisor, or “RA” to help make your time here comfortable and exciting. An RA is a Mason student with on-campus living experience and special training to support you. You may ask them any housing or life on-campus type questions. You will also see and meet community assistants (CA) who work at the front desk after hours and help keep the building a safe and healthy environment.

Community Directors

A resident director is a full-time staff member who lives in each residence hall. They supervise your RA staff, as well as refer you to resources when you need help, and provide guidance and authority when residence hall policies are broken. CDs and RAs will also plan events for the building so you get to know your community living around you!

Dining on Campus

The Globe Cafe is the dining facility in the Mason Global Center. The Globe is open 365 days a year. Menu items specialize in international cuisine, and you can find vegetarian, halal, and gluten-free options every day. Throughout the year, Mason Dining Services will provide special meals and entertainment for cultural events and holidays such as Lunar New Year and Eid. They make special meal arrangements for students fasting during the month of Ramadan. You can even ask the chef to create a recipe you bring from home!

If you live on campus as an INTO Mason student, you will automatically be enrolled in the Independence Ultimate Meal Plan. The meal plan allows you to eat in the Globe and at any other dining hall on campus. Southside (open 24 hours a day) and Ike’s are great dining halls within walking distance of the Mason Global Center.

If you do not live on campus, you can still choose to purchase a meal plan or pay with cash, credit card, or Mason Money on your ID card.

In addition to the dining unlimited access, your meal plan will also set a $100 Bonus Funds option that can be used at any of the more than 25 restaurant options on campus that offer a variety of fast food and healthy menus. These options include:

- Starbucks
- Panera
- Blaze Pizza
- IndAroma
- Red, Hot, & Blue
- Freshen’s
- Panda Express
- Manhattan Pizza
- Einstein Brothers Bagels
- Dunkin’ Donuts
- Subway
- Star Ginger
- Chick-fil-A
- Garbanzo
- Steak n Shake
- Chipotle

You can also have your food delivered to you by robot! Download the Starship Deliveries app.
Student Services: Living On-Campus

On-Campus Housing Policy for Undergraduate Pathway Students

Research shows that students who live on campus achieve more academic success. We want you to succeed! For that reason, if you have an undergraduate Pathway program in your Study Plan, you must live on campus during your Pathway program.

If you have any Academic English courses in your Study Plan before you begin your undergraduate Pathway, you must also live on campus during your Academic English courses.

If you have an undergraduate Pathway in your Study Plan, you can request an on-campus housing waiver for the following reasons only:

- You already live locally with a parent, family member, or spouse.
- You are over the age of 21.
- You have special circumstances that you wish to explain further and submit for special consideration by the Director of Student Experience.

You may pick up a housing waiver form at the front desk of the Mason Global Center. If you are an Academic English student or a Graduate Pathway student, you may also live in the Mason Global Center if rooms are available. On-campus housing is not required for students who do not have Undergraduate Pathways in their Study Plans.

When you complete your undergraduate Pathway and matriculate to full-time degree status at Mason, you will have two housing options:

- Request to live in an upperclassmen residence hall such as a student apartment.
- For more information on living off-campus, ask for a copy of our INTO Mason Off-Campus Housing Guide from the Mason Global Center front desk.
- Visit the off-campus housing website: och.gmu.edu

Housing Changes or Cancellations

If you need to cancel or extend your housing, please meet with the INTO Student Services Housing and Arrivals Coordinator. If you request housing and later decide to cancel, you will pay a $2,000 Housing Cancellation Fee. If you are not required to live in on-campus housing because you do not have an Undergraduate Pathway in your study plan, we cannot guarantee you a room but will do our best to find space for you.

Mason Housing Policy

While living on-campus you must obey campus housing policies. For a complete guideline visit: housing.gmu.edu/resources/policies

- No extension cords
- No weapons
- No drugs or alcohol
- No smoking in any residential housing building
- No pets of any kind
- No candles or incense
Can I Work as an INTO Mason Student?

As an international student enrolled full time with a valid F-1 or J-1 status, you may work on campus for up to 20 hours per week during the academic year. During vacation and holiday breaks when classes are not in session, you may work on campus for up to 40 hours per week.

Talk to your advisor before you apply to jobs on campus. You will need written permission from an academic advisor before you can start a job.

Opportunities to Work on the Mason Campus

Most Mason offices post on-campus jobs on Handshake. Mason Career Services maintains the Handshake website and hosts on-campus job fairs during each academic semester.

- Handshake website: careers.gmu.edu/handshake

University Career Services

This office is located in the Student Union Building I (SUB I). Career services offers the following opportunities to help you find a job during your time at Mason and after you graduate:

- Resume clinics to write and improve your resume.
- Practice interview sessions.
- Job fairs to connect you with on-campus employers and off-campus internships.
- Career fairs to connect you with employers who might hire you after you graduate.
- Career guidance to help you decide what you want to do with your degree.

Find workshop schedules and register for Handshake online: careers.gmu.edu/handshake
Student Services: Personal Conduct and Behavior

Mason Student Conduct Code

We want everyone to be safe at Mason! The Code of Student Conduct ensures that student behavior supports the Mason learning environment. All Mason students must follow these rules even when not on campus.

Breaking these rules could mean serious consequences including your suspension or dismissal from George Mason University. Examples of conduct violations that could result in a suspension include:

- Violence against another student
- Academic plagiarism
- Alcohol violations
- Drug violations
- You can read the full Mason Code of Student Conduct here: studentconduct.gmu.edu/university-policies/code-of-student-conduct/

The Office of Student Conduct manages student conduct violations and Mason policies and rules.

- Location: Student Union Building I (SUB I), Suite 4100
- Phone: (703) 993-6209
Student Services: Staying Safe

INTO Mason Emergency Phone

For any emergency that requires immediate assistance from an INTO Mason staff member, you can call the INTO Mason Emergency Phone. This number is active 24 hours a day.

• INTO Mason Emergency Phone: (571) 325-6540

    Note: You should call 9-1-1 if you are in immediate danger or have a life-threatening injury.

Safety in Center

In general, Fairfax is a very safe city. Even still, to protect yourself and your belongings we recommend the following:

• Lock your doors when you leave your room
• Walk with friends and not alone at night
• Wear your seatbelt when driving (it is the law in Virginia)
• Do not carry large amounts of cash with you
• Take care of your own property. Do not leave it unattended
• Call 9-1-1 if you are in immediate danger
• Leave the building immediately if you hear the fire alarm

George Mason University Department of Police and Public Safety

The Department of Police and Public Safety is responsible for law enforcement as well as public safety on campus. You may see police officers at large events on campus; this is normal and they are there for your safety. The police may also be called should someone be in trouble. This could mean they have violated a drug or alcohol policy, or driving law. It could also mean a theft or accident has occurred. The police are first responders in any situations involving your safety!

• Non-Emergency phone: 703-993-2810
• Emergency phone (for life threatening situations): 9-1-1
• Website: police.gmu.edu
• Location: Police and Safety Building, 1st floor
Student Services: Health Services

All Mason students are required by law to have health insurance. All F-1/J-1 visa students will automatically be enrolled into the health insurance plan and payment is due prior to program start date. Payment for the health insurance is included in your INTO Mason fees. You will receive an email explaining how to download your card.

Health Insurance Waiver

If you have sponsorship from your government, you might qualify for a health insurance waiver.

In some other cases, a student may have health insurance that qualifies for a waiver such as through a parent who works in the United States. You must submit proof of this insurance to Mason Student Health Services and apply for a waiver by the deadline listed each semester.

- Submitting a waiver request does not automatically exempt you from the insurance fee
- To see if your insurance qualifies for a waiver, visit: shs.gmu.edu/insurance/international/#waiver

Mason Health Insurance Office

- **Location**: Student Union Building I (SUB I), Room 2345
- **Phone**: (703) 993-2827

Student Health Services Office

- **Location**: Student Union Building I (SUB I), Room 2300
- **Phone**: (703) 993-2831
- **Website**: shs.gmu.edu

Mason Student Health Services is an office that provides general medical services. These services include:

- Routine check-ups
- Treatment for minor illness
- Prescriptions
- Vaccinations
- Sexual health services

Check out the Community Resource Guide at the Mason Global Center front desk for a list of local hospitals and medical facilities.
Student Services: Care and Well-being

There are many other offices on-campus that can offer assistance if you need special care.

Counseling and Psychological Services

Sometimes as a result of stress, homesickness, or other traumatic events you may feel like you need to speak with a professional. George Mason University has extensive services to help you during any of these events.

If you need to use these services, you can be sure that your records are 100% confidential.

If you need to speak to a counselor, you can make an appointment through Mason Counseling and Psychological Services (CAPS).

- **Phone**: (703) 993-2380
- **Website**: caps.gmu.edu
- **Location**: SUB 1, 3rd floor
- **Crisis Chat Phone**: 1 (800) 273-8255
- **National Suicide Prevention Hotline**: 1 (800) 273-8255

Disability Services (DS)

- **Phone**: (703) 993-2474
- **Website**: ds.gmu.edu
- **Location**: SUB 1, 2nd floor

Disability Services is available to serve all students with disabilities, including those with cognitive, learning, psychological, sustained head injuries, sensory, mobility, and other physical impairments.

Title IX

- **Phone**: (703) 993-8730
- **Website**: diversity.gmu.edu
- **Location**: Aquia Building, 3rd floor

Title IX prohibits discrimination on the basis of gender under any education program or activity receiving federal funding. Sexual assault and sexual harassment are forms of sex discrimination prohibited by Title IX.

Student Support and Advocacy Center (SSAC)

- **Phone**: (703) 993-3686
- **Website**: ssac.gmu.edu
- **Location**: SUB 1, 3rd floor

SSAC staff offer students one-on-one support, interactive programming and on and off campus resources. Some of the topic areas they address are healthy relationships, stress management, nutrition, sexual assault, dating/domestic violence, stalking, drug and alcohol use and sexual health.
Student Services: Smoking, Drug, and Alcohol Policy

It is extremely important to understand university policies around smoking, drugs, and alcohol as they may differ from your home country.

Mason Smoking Policy

You may not smoke in any buildings on campus. You may not smoke in residence halls or your own bedroom. Smoking is also not permitted within 25 feet (10 meters) of any on-campus building. If you smoke outside, you must move away from the building.

Students caught smoking in residential rooms or within 25 feet of any campus building may have to pay a fine and face further disciplinary sanctions.

Mason Drug Policy

The university prohibits the possession and use of illegal drugs. Possession, sale, use or distribution of controlled substances, including marijuana, is a violation of both federal and state laws and university regulations.

Mason Alcohol Policy

The legal drinking age in the US is 21 years old. It is illegal to consume alcohol if you are under 21, even if you are from a country that permits drinking under 21. The use of alcoholic beverages on campus is at the discretion of the university and subject to state alcoholic beverage regulations. Unless the university has specifically sanctioned the location and condition of alcohol use, the possession and consumption of alcohol on campus is prohibited.

Individuals involved in the sale, use, or distribution of controlled substances (drugs and alcohol) are subject to arrest and university disciplinary action. The university imposes a variety of sanctions, which may include eviction from university housing and suspension or dismissal from the university.
Student Services: Minors

In the U.S., students under the age of 18 years old are considered “minors”. If you are under the age of 18, there are laws and certain restrictions that apply to you based on your age. Here are some specific examples:

Driving Laws

In Virginia, if you are under the age of 18 Virginia law prohibits you from driving midnight to 4 A.M and you may carry only ONE passenger under age 21, unless accompanied by a licensed adult, in the front passenger seat. Violations of either the curfew or passenger restrictions can result in suspension of your driver’s license.

Virginia’s cellular telephone law prohibits the use of cell phones while driving. Driving laws are different in each state and it is your responsibility to understand those laws when traveling by car within the United States.

Parental Permission

You either will need consent from a parent, or may not be able to participate in the following activities:

- visit a doctor off-campus and/or undergo medical procedures
- rent hotel room
- sign contracts (for example, housing)
- participate in adventure activities that involve physical risk (some INTO Mason field trips)

Consent and sex

In Virginia, the age of consent is 18 years old. At that age, a person may legally consent to sex with any other adult.

Individuals aged 17 or younger in Virginia are not legally able to consent to sexual activity; such activity may result in legal prosecution and expulsion from the university.

Other age restrictions

In Virginia, you must be the following age to possess, use or buy listed below:

- visit a doctor off-campus and/or undergo medical procedures
- Alcohol: 21 years
- Tobacco: 21 years
- Rent a car: 25 years
- Be admitted to an R-rated movie: 17
Student Services: Child Care Services

There are several child care options near George Mason University, including preschool and daycare providers.

Preschool & Daycare

The lists below include child care centers and family care providers. You can search for child care based on the needs of your child and family (age, location, language, hours, etc.).

Fairfax, VA

- Child Care: [fairfaxcounty.gov/ofcsearch/standardsearch/childcaresearch](http://fairfaxcounty.gov/ofcsearch/standardsearch/childcaresearch)
- School Age Child Care (SACC) Program: [fairfaxcounty.gov/office-for-children/sacc](http://fairfaxcounty.gov/office-for-children/sacc)

Arlington, VA

- Child Care: [family.arlingtonva.us/childcare-directory/](http://family.arlingtonva.us/childcare-directory/)
- Extended Day Program: [www.apsva.us/extended-day/](http://www.apsva.us/extended-day/)

Mason’s Student-Parent Website: [masonfamily.gmu.edu/student-parents/community-resources/](http://masonfamily.gmu.edu/student-parents/community-resources/)

Child Care, Nanny Care, and Babysitting Services

- Care.com: [care.com](http://care.com)
- Sittercity.com: [sittercity.com](http://sittercity.com)

Facebook Groups

- Nanny Network of NOVA
- In Home Family Daycare Providers of NOVA

Please note: INTO Mason does not sponsor any of the childcare options listed above.
Student Services: Information Technology at Mason

Responsible Use of Computing

As a Mason student, you have the privilege to use campus technology including computers, Internet access and online services. When you use these resources, you agree to follow the rules for responsible use of computing.

• Use Mason’s Computing Resources only for the purpose of supporting the educational, research, and administrative needs of the University.
• Do not use Mason’s Computing Resources to violate other policies or laws.
• Use only the Mason account(s) you are authorized to use.
• Do not use any Mason’s Computing Resources for inappropriate purposes.
• Honor the privacy of other Users.
• Do not allow another User to access your accounts.

Patriot Pass Password

Patriot Pass is the combination of your Mason NetID (the portion of your e-mail address before the @ symbol) and your strong password. During Orientation Week, you will activate your NetID and set up a strong password. We will also show you how to reset your password if you forget it.

Your Patriot Pass allows you to access all of Mason’s information technology systems, so it is very important that you keep your password a secret and remember what your password is!

MyMason Portal

The MyMason Portal is a web page with quick links to all of the online services you can use at Mason. When you are on campus, you can log in to MyMason with your Patriot Pass and then access your online resources without using your password again.

• MyMason Portal: mymason.gmu.edu

MasonLive Email

You can access your Mason email through the MasonLive. You will set up your MasonLive account during Orientation Week. Your MasonLive account gives you access to email, calendar, contact list, and Office 365 ProPlus.

Make sure to check your Masonlive email at least once a day. It is the primary form of communication for any university related information.

• MasonLive: masonlive.gmu.edu
Student Services: Information Technology at Mason

PatriotWeb

PatriotWeb allows you to access all of your personal student information, including:

- Student Account balance and tuition bills (after you matriculate beyond INTO Mason)
- Any holds you may have on your account that prevent you from registering from classes, such as financial holds and immunization holds
- Your course schedule and the university catalog so that you can register for classes online (after you matriculate beyond INTO Mason)
- Final grades for each semester
- Unofficial transcripts
- Timesheets for on-campus employment (where you count your hours so your on-campus employer can pay you)
- Log on to PatriotWeb with your PatriotPass: patriotweb.gmu.edu

Blackboard

Mason Blackboard gives you access to information and resources for your current courses. Your instructors will post course information here such as your class syllabus, homework assignments, class lectures and important announcements. Your instructors may also choose to use features such as discussion boards where you and your classmates can ask and answer questions online.

You should check Blackboard once or twice a day to make sure you have all the information you need to do well in your courses!

- Log in to Blackboard through MyMason Portal: mymason.gmu.edu
## Academics: Being a Student at Mason

### Academic English (AE) Levels

<table>
<thead>
<tr>
<th>Core</th>
<th>Oral Communication Skills</th>
</tr>
</thead>
</table>
| **Foundations: CEFR Level: A1+ (Beginner)**
Read and understand basic texts used for daily interactions (e.g. daily schedules, shopping lists, brief notes, simplified maps, and paragraph narratives); Identify the main idea and locate specific information in a text; Write simple sentences, questions, and notes and complete very simple schedules and forms; Use basic grammatical structures (e.g. present tense, question and statement forms) accurately and appropriately when reading and writing. | **Foundations: CEFR Level: A1+ (Beginner)**
Listen and understand conversations used for simple daily interactions, talks, and basic instructions; Participate in very simple conversations and information exchanges about personal and social matters (e.g., students introduce themselves, provide contact information, or describe another person); Apply basic vocabulary and grammar structures (e.g. present tense, question and statement forms) with appropriate form, pronunciation, and use in spoken interactions. |
| **Level 1: CEFR Level A2 (High-beginner)**
Read and understand simple 200-300 word multi-paragraph descriptive and narrative texts; Skim for main ideas and scan for details in a text; Write simple paragraphs about familiar topics related to daily life, simple instructions, and short notes; Use high-beginning grammatical structures (e.g. past, present, and future tenses) accurately and appropriately when reading and writing; | **Level 1: CEFR Level A2 (High-beginner)**
Listen and understand short, simple conversations, talks, messages, and announcements used for routine matters; Identify the main ideas and important details in a listening text; Participate in short conversations and information exchanges on familiar matters (e.g. students talk about likes and dislikes, make plans, and make suggestions); Apply high-beginning vocabulary and grammar structures (e.g. past, present, and future tenses) with appropriate form, pronunciation, and use in spoken interactions. |
| **Level 2: CEFR Level A2+ (Low-intermediate)**
Read and understand straightforward 300-400 word descriptive, narrative, and instructional texts, and maps, charts, and directories; Skim and scan for explicit elements of a text and locate information in reference sources; Write well-organized, clearly and fully developed paragraphs on familiar topics; Use low-intermediate grammatical structures (e.g., comparative and superlative adjectives and modals) accurately and appropriately when reading and writing. | **Level 2: CEFR Level A2+ (Low-intermediate)**
Listen and understand short, straightforward conversations, talks, and simplified stories on general, familiar topics; Identify the situation and essential information in a listening text; Participate in short conversations and information exchanges (e.g. make comparisons, give and respond to advice); Give 2-minute individual presentations on familiar topics; Apply low-intermediate vocabulary and grammar structures (e.g., comparative and superlative adjectives and modals) with appropriate form, pronunciation, and use in spoken interactions. |
| **Level 3: CEFR Level B1 (High-intermediate)**
Read and understand 400-500 word modified news stories, texts related to a general academic field such as business, and slightly complex charts and infographics; Infer implied information and draw logical conclusions from a text; Write essays on familiar topics using appropriate cohesive devises and organization; Use mid-intermediate grammatical structures (e.g., present perfect and first conditional) accurately and appropriately when reading and writing. | **Level 3: CEFR Level B1 (High-intermediate)**
Listen and understand conventional narrative, descriptive, and instructional speeches, and simplified news bulletins about general and academic topics; Make inferences and understand implied information in a listening text; Participate in short conversations and small group discussions on general and academic topics (e.g. discussions on matters related to the university setting); Give 3-min individual presentations followed by questions; Apply mid-intermediate vocabulary and grammar structures (e.g., present perfect and first conditional) with appropriate form, pronunciation, and use in spoken interactions. |
### Level 4: CEFR Level B1+ (High-Intermediate)

- Read and understand 500-600 word science articles, texts related to a general academic field such as business, and moderately complex infographics; Identify the authors point of view and evaluate specific claims and supporting evidence in a text; Write well-organized, clearly developed essays on moderately complex academic topics using cohesive devises and organization appropriate for the purpose of the text; Use high-intermediate grammatical structures (e.g., passive and 2nd conditional) accurately and appropriately when reading and writing.

### Level 5: CEFR Level B2 (Low-advanced)

- Read and understand 500-600 word editorials, and short academic articles and studies; Take notes, summarize, and synthesize information from various sources; Write well-organized, clearly developed essays on moderately complex topics incorporating and citing outside sources of information; Use low-advanced grammatical structures (e.g., past perfect and causatives) accurately and appropriately when reading and writing.

### Level 6: CEFR Level B2+ (Mid-advanced)

- Read and understand 500-600 word academic articles, complex infographics, and short research papers; Analyze information from various sources and cite strong textual evidence to support analysis; Write short research papers (1,000-1,250 word) integrating, synthesizing, and analyzing information from multiple sources; Use mid-advanced grammatical structures (e.g., mixed conditionals and subjunctive) accurately and appropriately when reading and writing.

### Level 7: CEFR Level C1 (High-advanced)

- Read and understand lengthy (>600 word) academic journal articles, academic studies, and professional texts and interpret complex data sets; Critically evaluate complex academic texts (e.g. analyze arguments, identify logical fallacies, and evaluate the quality of sources); Write lengthy research papers (>1500 word) integrating, analyzing, and synthesizing information from multiple sources; Use high-advanced grammatical structures (e.g., hedging expressions and "Wh-" cleft clauses) accurately and appropriately when reading and writing.

### Level 4: CEFR Level B1+ (High-Intermediate)

- Listen and understand conversations, talks, and simplified lectures on academic topics with multiple viewpoints; Apply outlining and notetaking strategies for retaining information in short academic lectures; Participate in small group collaborative discussions on academic topics with multiple viewpoints; Give 4-minute individual presentations with multiple arguments followed by questions; Apply high-intermediate vocabulary and grammar structures (e.g. passive and 2nd conditional) with appropriate form, pronunciation, and use in spoken interactions.

### Level 5: CEFR Level B2 (Low-advanced)

- Listen and understand lectures, talks, and audio broadcasts on academic topics delivered in standard dialect at normal speed; Recognize organizational cues and overall structure of a listening text; Participate in one-on-one and collaborative group discussions on fairly complex academic topics; Give 5-minute well-developed individual presentations with clear support for arguments; Use low-advanced vocabulary and grammar structures (e.g. past perfect and causatives) with appropriate form, pronunciation, and use in spoken interactions.

### Level 6: CEFR Level B2+ (Mid-advanced)

- Listen and understand complex academic and informational speech (e.g. university lectures, TV documentaries, and interviews); Make connections and synthesize pieces of information in a lecture; Participate in sustained collaborative group discussions on complex academic topics; Give 10 minute well-developed individual and group presentations using multimedia; Apply mid-advanced vocabulary and grammar structures (e.g. mixed conditionals and subjunctive) with appropriate form, pronunciation, and use in spoken interactions.

### Level 7: CEFR Level C1 (High-advanced)

- Listen and understand very complex academic and informational speech (e.g. extended lectures, panel discussions, podcasts, and news reports); Summarize and evaluate evidence presented as part of a persuasive argument in a discussion; Participate in academic panel discussions, collaborative group discussions, and interviews on complex and abstract academic topics; Give 20-minute individual presentations on complex academic topics using multi-media; Apply high-advanced vocabulary and grammar structures (e.g. discourse markers and advanced idiomatic expressions) with appropriate form, pronunciation, and use in spoken interactions.
Academics: Being a Student at Mason

Attendance

An AE student who exceeds 15% absences in any course in one semester will be placed on attendance probation. If the student exceeds 15% absences in any course the following semester, the student is subject to termination for non-attendance from the AE program and George Mason University. Subsequently, the student will be terminated in the Student and Exchange Information System (SEVIS) and will no longer have valid F-1 visa status.

The following chart shows the number of absences that exceeds the 15% limit for each course by term:

<table>
<thead>
<tr>
<th>Term</th>
<th>Course</th>
<th>Absences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring/Fall</td>
<td>Core</td>
<td>11 or more</td>
</tr>
<tr>
<td></td>
<td>OCS</td>
<td>7 or more</td>
</tr>
<tr>
<td></td>
<td>Elective</td>
<td>5 or more</td>
</tr>
<tr>
<td>Summer</td>
<td>Core</td>
<td>8 or more</td>
</tr>
<tr>
<td></td>
<td>OCS</td>
<td>6 or more</td>
</tr>
</tbody>
</table>

If an AE student exceeds 20 absences in any course in one semester, the student is subject to termination for non-attendance from the AE program and George Mason University. Subsequently, the student will be SEVIS-terminated and will no longer have valid F-1 visa status.

Advisors warn students who near the 15% limit and then the 20 absences limit.

AE Good Standing Requirements

To be in good standing, students must meet the following requirements:

- Attend all classes regularly.
- Earn a final grade above a B- or higher (A+, A, A-, B+, B, B-).
- Earn a minimum term GPA of 2.5.

An AE student who earns a term GPA below 2.5 will be placed on academic warning. If a student earns term GPA below 2.5 the following semester, they will placed on academic probation. If student earns a term GPA below 2.5 for three semesters in a row, they are subject to termination from the AE program and George Mason University. Subsequently, the student will be SEVIS-terminated and will no longer have valid F-1 visa status. Students on academic warning or probation may return to good standing by earning a term GPA of 2.5 or higher.
Academics: Being a Student at Mason

ClassroomCourtesy

Show respect for your instructor and classmates by paying attention in class and by not causing a
distraction. Some general rules for good classroom behavior include:

• Turn off your cell phone.
• Do not sleep in class.
• Do not write on desks.
• Throw trash into the garbage can.
• Do not take smoke breaks during class unless there is an official break given by the instructor.

Academic Resources and Opportunities

INTO Mason’s Learning Resource Center (LRC) (Global 1305) is a great computer equipped study
space that offers:

• Workshops and events to support student learning.
• A place for students to study or work in groups.
• English language tutoring.
• Tutoring for pathway courses like math and statistics.

Learning Services (Student Union Building I, also called SUB I)

• Academic skills videos and workshops.
• Academic counseling.
• Information about additional tutoring resources on campus.

For more information, go to: caps.gmu.edu/learning-services

Math Tutoring Center (JC 344)

Advanced student tutors provide math tutoring at the Math Tutoring Center. No appointment is
needed. Go to the center’s website to see the hours of operation: math.gmu.edu/tutor-center.php

Writing Center (Robinson Hall A 114)

The Writing Center offers free student writing support with face-to-face and online tutoring as well as
workshops: masononline.gmu.edu/student-resources/writingcenter

Your Advisors

All students at Mason have advisors dedicated to help them achieve success in their programs and
degree studies. At INTO Mason, you will meet with an advisor who specializes in your program of
study each semester.
Academics: Being a Student at Mason

Types of Advisors

Academic English: Academic English Advisors can help you make choices about your study plan at INTO Mason. Your advisor can help you apply to a Pathway program or for direct admission to George Mason.

Undergraduate: Undergraduate Pathway advisors will help you register for the correct courses and choose your major.

Your Advisors at Mason

When you are ready to progress to your degree at Mason, your advisor will help you complete forms and meet with advisors from your major.

Graduate: Graduate Pathway advisors will help you register for the correct courses. These advisors will prepare you to move from your Graduate Pathway to your masters degree program.

How to Make an Appointment with an Advisor

All INTO Mason advisors are usually available by appointment only. You will learn how to make an appointment with an advisor during one of your first classes at INTO Mason. You will log-on to the advising appointment system here: intomason.mywconline.com/

Writing Center (Robinson Hall A 114)

You can prepare for advising in the following ways:

- Bring a pen or pencil or your laptop if you have one.
- Bring any documents you need to discuss.
- Think of clear questions.
- Try to think of one or two solutions if you need to discuss a problem.

You must be on time for your appointment and check in at the Global Center Welcome Desk when you arrive. Your advisor will come to meet you in the lobby of the Global Center. If you need to cancel an appointment, cancel the appointment in the appointment system at least two days before you are supposed to meet your advisor.

Grade Appeals

If you think that your instructor gave you an unfair grade, you need to ask your instructor to explain your grade. Remember to be respectful, listen to the reasons that your instructor gives you for your grade, and be sure to ask what you can do to improve in the future.

If speaking to your instructor does not resolve the issue, make an appointment with your advisor to learn about how to appeal your final grade.
Academics: Being a Student at Mason

Final Course Grades (AE)

After the end of the term, your instructors will give you your grades as both letter grades and percent grades. Your instructors submit your final grades to the University Registrar as letter grades only. The University Registrar assigns quality points to the letter grades in order to calculate your term GPA.

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percent Grade</th>
<th>Quality Points</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>97-100</td>
<td>4.00</td>
<td>Passing</td>
</tr>
<tr>
<td>A</td>
<td>93-96</td>
<td>4.00</td>
<td>Passing</td>
</tr>
<tr>
<td>A-</td>
<td>90-92</td>
<td>3.67</td>
<td>Passing</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
<td>3.33</td>
<td>Passing</td>
</tr>
<tr>
<td>B</td>
<td>83-86</td>
<td>3.00</td>
<td>Passing</td>
</tr>
<tr>
<td>B-</td>
<td>80-82</td>
<td>2.67</td>
<td>Passing</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
<td>2.33</td>
<td>Failing</td>
</tr>
<tr>
<td>C</td>
<td>73-76</td>
<td>2.00</td>
<td>Failing</td>
</tr>
<tr>
<td>C-</td>
<td>70-72</td>
<td>1.67</td>
<td>Failing</td>
</tr>
<tr>
<td>D</td>
<td>60-69</td>
<td>1.00</td>
<td>Failing</td>
</tr>
<tr>
<td>F</td>
<td>0-59</td>
<td>0.00</td>
<td>Failing</td>
</tr>
</tbody>
</table>
Academics: Being a Student at Mason

Term GPA (AE)

After all of your instructors submit all final grades or each class to PatriotWeb, the grading system will calculate your grade point average (GPA) for the term.

Each course contributes to your overall GPA based on the number of hours you were scheduled to spend in the classroom each week. Each grade contributes to your overall GPA based on the number of quality points assigned to the letter grade you receive.

If you multiply the total number of hours per week by the number of quality points assigned to your letter grade in each course, you can add together the total number of quality points you earned. Divide the sum of the quality points by the sum of the classroom hours in order to calculate your term GPA.

\[
\text{Term GPA} = \frac{\text{Total Quality Points Earned}}{\text{Total classroom hours per week}}
\]

The following example illustrates how to calculate your GPA for one term:

<table>
<thead>
<tr>
<th>Course</th>
<th>Letter Grade</th>
<th>Quality Points</th>
<th>Hours/Week</th>
<th>Total Quality Points Earned</th>
</tr>
</thead>
<tbody>
<tr>
<td>AE 040</td>
<td>B+</td>
<td>3.33</td>
<td>10</td>
<td>33.30</td>
</tr>
<tr>
<td>AE 041</td>
<td>A-</td>
<td>3.67</td>
<td>6</td>
<td>22.02</td>
</tr>
<tr>
<td>AE 045</td>
<td>C+</td>
<td>2.33</td>
<td>2</td>
<td>4.66</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>18</strong></td>
<td><strong>59.98</strong></td>
</tr>
</tbody>
</table>

Based on this example, your GPA would be 3.33.

Level Advancement in Academic English

To pass any level of Core and OCS, you must earn a final grade of B- or higher.

In rare cases, an instructor may submit an AE Level Skip Form to the Academic English Coordinator in order to request that a student who performed exceptionally well be allowed to progress more than one level. However, you may not skip a level that would allow you to progress to a Pathway during the next term.

If your instructor submits an AE Level Skip Form for you and you only have one more term of AE to pass before you progress to a Pathway, you still need to complete one more semester of AE. In this case, you would be placed in a higher level of AE and would need to receive a final grade of B- or higher in the higher level.
Academics: Being a Student at Mason

Program Progression

If your Study Plan includes AE+Pathway, you must earn a term GPA equal to 2.5 or higher in your most recent AE term and you must receive final grades of B- or higher in your Study Plan’s specific levels of Core and OCS.

If you are a student with only AE on your study plan and you want to apply to a Pathway, you must meet the same language requirements as a student with an AE+Pathway Study Plan. You will also need to submit other required documents such as a transcript and proof of finances in order to add a Pathway to your Study Plan. Make sure you meet with your advisor if you want to add a Pathway to your Study Plan.

If you want to apply directly to a university degree program at Mason and you only have AE on your study plan, you can meet the English language proficiency requirements by earning a final grade of B- or higher in the levels of Core and OCS specified by the degree program that interests you. Make sure you meet with your advisor if you want to apply directly to George Mason University.

You may also submit an official English language test score such as TOEFL, IELTS, or PTE Academic in order to meet the English language proficiency requirement for the next step in your Study Plan. If you choose to pursue this option, you will still need to remain in good standing with final grades of B- or higher in order to progress beyond Academic English.

AE Language Requirements for INTO Mason Pathway and Mason Direct Admission

<table>
<thead>
<tr>
<th>Program</th>
<th>Language Requirement 1</th>
<th>Language Requirement 2</th>
<th>Language Requirement 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Standard Pathway</td>
<td>Passing grade in AE 040: Level 4 Core</td>
<td>Passing grade in AE 041: Level 4 OCS</td>
<td>AE Term GPA ≥ 2.5</td>
</tr>
<tr>
<td>Undergraduate Accelerated Pathway</td>
<td>Passing grade in AE 050: Level 5 Core</td>
<td>Passing grade in AE 051: Level 5 OCS</td>
<td>AE Term GPA ≥ 2.5</td>
</tr>
<tr>
<td>Undergraduate Comprehensive Pathway</td>
<td>Passing grade in AE 030: Level 3 Core</td>
<td>Passing grade in AE 031: Level 3 OCS</td>
<td>AE Term GPA ≥ 2.5</td>
</tr>
<tr>
<td>Direct Undergraduate Admission</td>
<td>Passing grade in AE 060: Level 6 Core</td>
<td>Passing grade in AE 061: Level 6 OCS</td>
<td></td>
</tr>
<tr>
<td>Graduate Standard Pathway</td>
<td>Passing grade in AE 050: Level 5 Core</td>
<td>Passing grade in AE 051: Level 5 OCS</td>
<td>AE Term GPA ≥ 2.5</td>
</tr>
<tr>
<td>Graduate Accelerated Pathway</td>
<td>Passing grade in AE 060: Level 6 Core</td>
<td>Passing grade in AE 061: Level 6 OCS</td>
<td>AE Term GPA ≥ 2.5</td>
</tr>
<tr>
<td>Direct Graduate Admission</td>
<td>Passing grade in AE 070: Level 7 Core</td>
<td>Passing grade in AE 071: Level 7 OCS</td>
<td></td>
</tr>
</tbody>
</table>
Academics: Being a Student at Mason

Matriculation to a Full-Time Degree Program

Each Pathway program has specific progression requirements for completion. These requirements typically include a minimum GPA and minimum individual course grades. For example, a student may not progress with any grades of W (withdrawal), NC (not completed), or I (incomplete).

You can find the progression requirements for any program on the INTO Mason website here: intostudy.com/mason.

If your offer of admission to the university includes a Pathway program in your Study Plan, you are required to complete all Pathway program requirements to maintain continuous enrollment.

Transfer of Credit

Undergraduate Pathway students may transfer up to 30 credits from their Pathway to Mason. Graduate Pathway students may transfer a maximum of 12 credits. If you earned credits at a different university before you began your Study Plan at INTO Mason, the Transfer Admissions office will evaluate your previous transcript and award any eligible transfer credit after you progress to full-time degree status.

Dismissal/Termination Appeals Process

If you do not meet all the progression requirements for your Pathway program by the end of the term specified in your Study Plan, the INTO Mason Academic Director will review your eligibility to continue studying in that Pathway. If you are not eligible to continue in the Pathway, INTO Mason will terminate your Study Plan.

If your Study Plan is terminated, you may choose to submit a request in writing to the Academic Director for one of the following options:

- Request an exception to the Pathway program policy.
- Request to change your Study Plan to a different Pathway.
- Request an extension to continue studying in the Pathway for one additional term.*

You must submit your academic action requests in writing through your advisor in the Mason Global Center by the date given in your termination notification.

Your requests should explain why the Academic Director should grant your request. If you have any documents to support your explanation, you should attach them to your written request.

*Undergraduate students who earn a final GPA of less than 2.0 are reviewed for termination. Graduate Pathway students who earn two unsatisfactory grades of C or below are also reviewed for termination.

Important! Students who fail to meet the program requirements after an extension will be reviewed for dismissal from the university.
Academics: Being a Student at Mason

Academic Integrity and Academic Honesty

In American culture and at Mason, students are expected to be honest and submit work that they complete on their own. Being honest and doing your own work is called Academic Integrity.

The opposite of Academic Integrity is Academic Dishonesty. Cheating and plagiarism are two common examples of Academic Dishonesty. However, Academic Dishonesty also includes stealing and lying.

Academic Dishonesty is a major university offense with negative consequences. A student who commits Academic Dishonesty will be reported to Mason’s Office of Academic Integrity. The Office of Academic Integrity will determine the consequences, which may include failing grades or dismissal from the university.

Academic Complaints

Any student who has an academic complaint that is not a grade appeal may meet with their academic advisor. For example, a student may have a complaint about their classes or teacher.

If the student wishes to make a formal complaint in writing, the Advisor will assist them. The Advisor will maintain student confidentiality and deliver the written complaint to the Associate Director, Advising and Academic Services. The Associate Director will collect information from the people involved to present resolutions/options to the student.
Financial Information for INTO Mason Students

INTO Mason Tuition and Fee Payments

After you make your initial tuition deposit to confirm your place at INTO Mason, you will receive an updated statement by email. The statement update outlines all payments you need to make and the deadline for additional payments. You need to pay the total amount you owe before the published start date of your Study Plan.

- Find the published fees for each INTO Mason program on our website: j.mp/intomasoncost
- Find the published start dates for each INTO Mason program on the individual program webpage. Start here, and follow the links: j.mp/intomasonprograms

Note: Your deposit payment is a part of the total amount you owe, and it counts toward your total tuition and fees. The deposit is not something you pay in addition to your tuition and fees.

Fee Payments

You can pay your remaining tuition and fees in several ways:

- **IntoPay**
  IntoPay is an online service that allows you to pay your tuition and fees either in dollars or in local currency. This option is in your statement with a link to the INTO Mason IntoPay account, which also has instructions for making your payment.

- **Credit or Debit Card**
  All tuition and fee payments must be made by wire transfer or through Flywire (please see the Wire Transfer and Flywire sections for more information). You may, however, use your debt or credit card in person at the Mason Global Center during Orientation Week to pay deposits (up to $4,000).

  Please note that if we process your credit or debit card payment remotely, we charge a $35 processing fee.

- **Personal Check or Money Order**
  If you pay by personal check or money order, make sure to list “INTO Mason LLC” as the payee information and include the student’s name and ID number in the memo section.

Overdue Payments

If you owe any amount after the deadline, the university reserves the right to suspend or cancel your enrollment unless you have an agreement with the university that was previously put in writing. You will need to pay interest on any remaining balances on your account in the amount of 2% each month (24% APR).
Financial Information for INTO Mason Students

Sponsored Students

Sponsorship Letter or Financial Guarantee

If you are a student with a sponsorship from your government, a university or another organization, you must give us a sponsorship letter or financial guarantee three weeks before the published start date of your Study Plan.

Send your sponsorship letter or financial guarantee to the Admissions Team and to the Finance Team. Include your name and Application ID or your Mason ID in the subject line of your email.

- Admissions Team: intoadmissions@gmu.edu.
- Finance Team: into.gmu.finance@intoglobal.com.

Pending Sponsorship or Future Sponsorship

If you are still in the process of applying for or receiving confirmation of your sponsorship, you may make payments from your personal account. In this case, you will owe any remaining fees for one semester and $2,000 toward future semesters. When you receive your sponsorship letter or financial guarantee, we will issue a refund for any payments you made above the amount that your sponsorship covers.

Note: The refund of a sponsored student’s deposit will be processed once we receive the tuition payment from your sponsor.

If you have an unofficial letter or financial guarantee from your sponsor, we will allow you to register for classes. If you do not submit the official letter or financial guarantee by the first day of the academic term, you must pay the full amount for tuition and fees from your personal account. If you do not pay the full amount and do not have an official document from your sponsor, you may need to withdraw from classes and from the INTO Mason program.

You will not be allowed to register for classes or attend classes until you pay all your tuition and fees.

Note: If you register for class on or after the first day of the academic term, you will also owe a $250 Late Registration Fee.
Financial Information for INTO Mason Students

Cancellation or Withdrawal

If you cancel your program before the published start date of your Study Plan, you will owe a $2,000 cancellation fee. Usually this amount will be taken from the deposit you paid to confirm your place in an INTO Mason program. If you also requested and confirmed on-campus housing, you will owe an additional housing cancellation fee as described in the Housing and Meal Plan Fees section below.

Program Change

If you talk to an INTO Mason advisor and choose to make a change to your Study Plan, you will need to pay a $250 administrative fee. INTO Mason makes an exception only for students who change their Study Plans because they become eligible to matriculate directly into full-time degree study at Mason.

Note: If you cancel only a part of your Study Plan and continue with another part of your Study Plan based on advice from your Academic Advisor, you will not have to pay a cancellation fee. Be sure to talk to your INTO Mason advisor to understand the details of any program changes you choose to make.

Housing and Meal Plan Fees

For housing and meal plan prices, visit the INTO Mason website.

• Find the published fees for each INTO Mason program on our website: j.mp/intomasoncost.

If you will live on campus during your INTO Mason program, you must pay a housing deposit. You can find the deposit amount and deadline on your offer letter for admission with other payment information or any updated statements you receive that show remaining fees you owe.

When you live on campus, you will be responsible for all housing charges for the entire term listed on your offer letter. You indicate that you agree to these housing fees when you sign your offer letter and pay your deposits to confirm your place at INTO Mason.

Housing Cancellation Fees

INTO Mason maintains a schedule of cancellation fees if you decide to cancel your housing reservation after you pay the housing deposit to reserve a space on-campus:

• If you choose to cancel your on-campus housing reservation at least four weeks prior to the published start date of your Study Plan, you will be responsible for a cancellation fee of $2,000. Since this is usually the amount of your housing deposit, you will not need to take further action unless you already paid your housing fees beyond the $2,000 deposit.
Financial Information for INTO Mason Students

- If you choose to cancel your on-campus housing reservation within four weeks of the published start date for your Study Plan, the cancellation fee will be the greater amount of the housing deposit or the established individual daily room rate for the remainder of your housing contract. Usually this means that you will be responsible for all housing charges for the entire term listed on your offer letter.

- If you have an undergraduate Pathway in your Study Plan and you cancel your required housing reservation before you finish your undergraduate Pathway, you will not receive a refund for your housing costs. Note: If you receive a housing waiver from the INTO Mason Director of Student Experience at least four weeks prior to the published start date of your Study Plan, you will not need to pay any cancellation fees.

- If you are subject to disciplinary action such as suspension or dismissal from any INTO Mason program, or if you are expelled from the university, you will be charged cancellation fees as outlined above.

If you need to cancel your on-campus housing reservation and you believe that you have a special reason for which you should not have to pay cancellation fees, you may submit a written letter of explanation to the INTO Mason Finance Team for review. Any waiver of housing cancellation fees will be at the discretion of the INTO Mason Finance Manager or the university’s office of Housing and Residence Life.

Program Deferral Fees

If you need to defer your program start date to a later academic term, you must make this request at least four weeks before the published start date of your current Study Plan. You may make two deferral requests at no extra cost. After you make two deferral requests, you will need to pay a $250 program deferral fee for each subsequent request to defer. In addition, you will need to pay an express mail fee each time we need to send you new documents.

If you request to defer your program start date after the four-week deadline of the published start date of your Study Plan, you will need to pay a $2,000 program cancellation fee.

   Note: If your deferral request is late due to a visa denial, then you will be allowed to defer your program start date without penalty.

Finance Appeals

INTO Mason’s terms and conditions apply at all times. However if you face extraordinary circumstances, you may appeal a finance decision by submitting a written letter of explanation to the INTO Mason Finance Team for review. Any approval of an appeal will be at the discretion of the INTO Mason Finance Appeals Committee.
Financial Information for INTO Mason Students

Refund Policy and Procedure

There are some cases in which INTO Mason will refund fees already paid by a student.

- If you paid for a Study Plan and your Study Plan later changes because you complete your academic requirements early, you will receive a refund for the amount paid above the tuition and fees for the new Study Plan.

For example:

If you pay for three terms of Academic English before a Pathway but you fulfill your English language proficiency requirement in only one term, you will be eligible for a tuition refund for the two terms of Academic English you did not take. INTO Mason will first apply the refund to any remaining tuition and fees you owe and then pay you the remaining difference.

INTO Mason issues refunds to account and method of the original payment. On a case-by-case basis, the INTO Mason Finance Appeals Committee may determine if it will be possible to issue a refund directly to an individual student.

Direct University Fees

You will pay some fees directly to George Mason University and not to INTO Mason. INTO Mason cannot process payments for the following university fees:

- Mason Parking fees and parking penalties.
- Late fees issued by the university for any overdue requirements (such as late immunization documents or unreturned library loans).
- You can pay fees assessed by the university through your Mason student account.
- Find instructions to pay your university fees here: studentaccounts.gmu.edu/payment-information

Make a Finance Appointment

You will have several opportunities during Orientation Week to attend a finance check and meet with a member of the INTO Mason Finance Team.

If you have finance questions at any time during your INTO Mason program, you can send your questions to the Finance Team by email.

- Email the INTO Mason Finance Team at into.gmu.finance@intoglobal.com.
- You may also schedule an appointment with a member of the Finance Team on WCONLINE.
Connect with us!

/INTOmason
@INTO_mason
/schools/intomason
myin.to/MasonYoutube