

# WELCOME TO USIU IN NAIROBI

*We believe that you have made the right choice and are very pleased to have you with us. This handbook is for your convenience to identify services, programs and resources available to you as an International student at United States International University in Nairobi.*

*Your education takes place in the campus environment, as well as the classroom. At USIU, you will be interacting with students from over 40 different countries drawn from different continents in the world. We believe you will find the multicultural experience enriching and hope that you too will play your part in making the internationalization of education at USIU a really worthwhile experience for all.*

*We are committed to providing services that benefit your health, safety and welfare; we are equally committed to enhancing the opportunities for learning through various co-curriculum activities and recreational programs.*

*We are glad that you are now a member of the USIU family. The spirit of service, friendship and learning together guides our life. This spirit allows us to share our intellectual resources and experiences as outlined in the various student handbooks and catalogue.*

*On behalf of the Vice Chancellor, Professor Freida Brown, the Management, faculty, staff and your fellow students, I wish you success in your educational life at USIU and hope that you will enjoy the USIU EXPERIENCE.*

*Sincerely,*

***Mrs. Ritah J. Asunda***

**DVC-Student Affairs & Enrollment Management**

## UNIVERSITY OFFICES:

### **VICE CHANCELLOR'S OFFICE**

Phone (254) 20- 3606(Ext:411)

### **DVC, STUDENT AFFAIRS OFFICE**

Phone (254) 20- 3606(Ext:436/435)

### **DVC, ACADEMIC AFFAIRS OFFICE**

Phone (254) 20- 3606(Ext:406/407)

### **DEAN, STUDENT AFFAIRS OFFICE**

Phone (254) 20- 3606(Ext:281/187)

### **INTERNATIONAL STUDENTS OFFICE**

Phone: (254) 20-3606 (Ext:212)

### **ADMISSIONS OFFICE**

Phone: (254) 20-3606(Ext:300/563/247)

### **REGISTRAR'S OFFICE**

Phone (254) 20-3606(Ext:239/332)

### **IMMIGRATION INFORMATION**

Phone: (254) 20-3606(Ext:217)

### **Residential Services**

### **THE UNIVERSITY HOUSING OFFICE**

Phone: (254) 20-3606(Ext:265/279)

### **Finance (Business) Office**

### **DVC, FINANCE AND ADMINISTRATION**

Phone: (254) 20-3606(Ext:402/403)

### **Student Health Service**

### **THE HEALTH CLINIC**

Phone: (254) 20-3606(Ext:542/229/230)

### **COUNSELING CENTER**

#### **HEAD OF COUNSELING**

Phone (254) 20-3606(Ext:245)

### **COUNSELING ASSISTANT**

Phone (254) 20-3606(Ext:311)

### **CAMPUS SECURITY**

#### **HEAD OF SECURITY**

Phone (254) 20-3606(Ext:583)

## **What You Need To Know Before You Arrive At USIU . . .**

The USIU WEBSITE: [www.usiu.ac.ke](http://www.usiu.ac.ke) is a great source of information !!!

### **When To Arrive On Campus:**

If you are a Matriculated Freshman or a Transfer student, and will live in the campus hostels, you should arrive at USIU on the day the hostels open. The same applies to students joining USIU on Exchange and Study Abroad programs. If you are to live on campus and you arrive before the hostels open, we will not be prepared to house you. In case you are to arrive before hostels open, please let us know early enough if we should help find alternative accommodation for you.

If you arrive after classes begin, it will be very difficult to register for the classes you want and you will be penalized for every class missed. If you expect to be delayed, please contact the International Students Office.

For information on Beginning and Closure dates for the Semesters, please refer to the Academic Calendars. The information can also be accessed at: <http://usiu.ac.ke/index.php?page=113>

There will be an International Student Orientation for all new international students at the start of each semester. Immigration procedures and documents will be reviewed and you will be introduced to the campus. Details on that orientation session will be given to you upon arrival, or earlier. Follow-up events designed to help orient you to the campus will take place throughout your first week in the university. You will also be required to download (or access) important Handbooks (International Students Handbook, Student Handbook and the University Catalog which contains the Non-Academic and Academic Codes of Ethics) and other important information from USIU website ([www.usiu.ac.ke](http://www.usiu.ac.ke)). Please - familiarize yourself with information in all the handbooks to help you settle down and understand your environment.

## **The City of Nairobi – Brief History**

Geography - Nairobi, City, capital of Kenya, is in Nairobi District, situated at an elevation of about 1660 m (about 5450 ft) in the highlands of the southern part of the country. Nairobi is Kenya's principal economic, administrative, and cultural center and is one of the largest and fastest growing cities in Africa. Industries/manufactures include processed food, textiles, clothing, building materials, communications and transportation equipment. The city also has a large tourist industry.

Located in an area once frequented by the pastoral Maasai, Nairobi was founded in the late 1890s as a British railroad camp on the Mombasa-to-Uganda railroad. From 1899 to 1905, it served as a British provincial capital. In 1905 the city became the capital of the British East Africa Protectorate

(called 'Kenya Colony' from 1920 to 1963). In 1963 Nairobi became the capital of independent Kenya and annexed neighboring areas for future growth.

Nairobi is an international city where you can find the latest films on big screens, a variety of excellent restaurants and a number of cafes and bars frequented by travelers from all over the world swapping safari stories.

USIU is located at Kasarani, a suburb of Nairobi. Kasarani is about 15 kilometers from the city center of Nairobi.

For more details about Kenya (and in particular information about several tourists' attraction sites) visit: <http://www.magicalkenya.com>

### **Immigration Information:**

**Enquiry Contacts:** [registra@usiu.ac.ke](mailto:registra@usiu.ac.ke) or Tel: (254) 20-3606(Ext:217)

i) **Passport** – Each student must obtain a passport from his/her government under whatever regulations that apply for obtaining permission to travel abroad. This basic travel document serves as a formal permit to travel abroad, allows for re-entry into home country and serves as proof of identification.

ii) **Visa** – Each person planning to study in Kenya from another country is required to obtain a visa. A visa is the permit required for international visitors to enter and remain in Kenya for a specific period of time. If the student resides from a country with no Kenyan embassy they are required to visit the British consulate in their country or the foreign affairs office.

Once a student receives the Acceptance Letter from United States International University, he/she should take that letter and the passport to the nearest Kenyan Embassy/Consular in their 'home' countries to be issued with a visa (usually, it's a 3-months visa) to enter Kenya. This must be done **before** the student travels to Kenya.

As 'Entry Visas' are issued at the point of entry, it's again advisable for students to request for a 'Multiple' entry Visa of at least 3 months.

iii) **Pupil's Pass** – In addition to the visa, international students must also obtain a pupils pass. This is the document that allows international students to **study** in Kenya for a specific period of time

Any foreigner above 18 years of age (including dependants including those who are **working in the country** and those who are **residents**. (those who are on a **dependants pass {KDP}**), who would like to study in Kenya **must be issued with a Pupil's Pass**.

On acceptance at the University, international students are sent the acceptance letters together with two (2) Pupil' Pass application forms. The students should complete the Pupil's Pass forms immediately and send the forms back to the university. The university will then begin processing the documents. It takes a while for the Pupil's Pass to be issued and the process must begin at least **three months** before the student arrives in the country.

If the immigration office has not issued the pupils pass by the time you report to the university, you are advised to carry a copy of your passport and the university Identification Card with you at all times you travel off campus With a Pupil's Pass, a student can easily get a **re-entry pass** and thus can visit the neighboring countries and get back to Kenya with no problems. However, an international student who decides to go out of the country without a valid re-entry pass is charged at the airport/boarder to get back into the country.

When the Pupil's Pass is received from the Immigration Office, it is endorsed on the student's passport immediately. The original document (hard copy) remains in the Registrar's Office. The student is issued with a copy of the Pupil's Pass.

***Please Note: A Pupil's Pass does not permit any international student to work in Kenya. The student can only seek employment in the country when a Work Permit is issued by the Immigration Office.***

All foreigners (whether students or visitors) who remain in the country for over 90 (ninety) days are required by law to register as '**Aliens**'. One is required to submit two pass-port size photographs, two thousand Kenya Shillings (Kshs. 2,000.00) and a copy of the Pupil's Pass (for students). It takes approximately five weeks for the Alien card to be issued by the Immigration Office. Please follow-up with the relevant official in the Registrar's Office to know the status of your Pupil's Pass and Alien Card.

iv)**Registration with the 'home' Embassies in Kenya** – All International students are encouraged to register themselves with their 'home' Embassies immediately they report at USIU. This is very important because most Embassies keep track of their citizens and their whereabouts. Contacts for Embassies can be got from the International Students Office.

## **Money Matters:**

**Enquiry Contacts:** [finance@usiu.ac.ke](mailto:finance@usiu.ac.ke) or Tel: (254) 20-3606(Ext: 589/509/224)

### **1. Cash In Hand:**

We recommend that you have at least Kshs. **8000.00** in cash to allow you to pay for transport to the campus and for any other minor transactions until you sort out your banking facilities. On your arrival, you can get your currency exchanged at the licensed forex bureaus situated at the airport. Note that no cash above ksh 1,000.00 is allowed to be paid over the counter at USIU.

### **2. Tuition and Fees:**

All necessary payments for tuition, housing and other fees must be completed at the Finance Office **before** the start of each semester i.e. the first day of opening. If foreign exchange in your country is subject to delay, alert your sponsor of the financial deadlines. Delay in payment could cause undue hardship and penalties including interest. Do not proceed to the university unless you have adequate means of support. If you are an exchange student, please check with your International Students Office to clarify the fees you will be responsible for through the exchange agreement between your home Campus and USIU.

Students can make wire transfers to the University using the following Account Numbers:

### **Wire Transfer Details:**

#### **Currency: US Dollars Accounts:**

- i) Commercial Bank of Africa Ltd  
Upper Hill Branch, Mara & Ragati Roads  
P. O. Box 30437- 00100, Nairobi, Kenya  
Telephone: +254(0)20-2884000/2734555  
Fax: +254(0)20- 2734616  
Account Number: 6462210014

Account Name: USIU or U.S. International University  
SWIFT CODE: CBAFKENX

- ii) Intermediary Bank: HSBC, New York  
SWIFT CODE: MRMDUS33  
Routing Number: 021001088

**Remember: Always include your USIU Student ID. Number when making any money transactions.**

**Currency: Kenya Shillings Accounts:**

- i) Commercial Bank of Africa  
Upper Hill Branch  
A/c No.6438840014  
Nairobi
- ii) Standard Chartered Bank  
Kenyatta Avenue Branch  
A/c No. 0104023439700  
Nairobi
- iii) Co-operative Bank of Kenya  
Co-op Bank House  
A/c No. 0112002134100  
Nairobi

(You can deposit funds into any branch of the above banks).

3. You can also pay using your Credit Card or Visa Card. What is required is:

- Card Number
- Name of the card holder and
- The expiry date

4. The Finance Office also accepts the following:-

- *JCB Card*
- *Master Card*
- *Visa Card*
- *Visa Electron (Debit Card)*

**Please Note:**

i) **Foreign Money Exchange:** Most foreign currency exchange services are done by the local banks and a few licensed forex bureaus. Banks do not cash Travelers' Checks over the counter. International students are required to open bank accounts and deposit the checks for a number of days before withdrawing the money.

**Procedure for opening a bank account (with a local bank):**

1. Visit several banks and make a decision on which bank suits you best
2. From the bank determine the conditions that non-Kenyans must meet in order to open an account.
3. Inform the USIU Finance (Business) Office about your intention to open an account with the bank.
4. The Accounts office will prepare an 'introductory letter' to the bank. This is done after the student submits 2 copies of the Bio-data and the Pupil's Pass endorsement pages from the passport.

In case the Pupil's Pass is not ready, arrangements can be made and the student can deposit the money into the student's USIU's bank account. The student can withdraw the money after every two weeks.

The working hours for most banks are:

**Mon-Fri:** 0900-1500 & **Sat:** 0900-1100.

**Note:** Banks in Mombasa and the coastal areas open and close half an hour earlier.

ii) **Credit Card Access:** Most of our local banks are electronically linked internationally. The most widely used ATM network is the "Visa Electron". Remember to alert your credit card company to the fact that you will be traveling abroad. Credit card companies may view unexplained charges abroad as suspicious and deny the service. This is especially important if you wish to use your credit card to make tuition and fee payments. Make sure you have clearance to charge or withdraw enough to cover the payment of your tuition and fees per day, otherwise you will not be able to make your tuition and fee payment on time and you will incur late fees charges.

MasterCard and Visa are widely accepted in most regions in the country; American Express and Diners Club less so. Major hotels now also accept payment by credit card, as do major safari companies, travel agencies and restaurants. Almost every bank now has an ATM, and they are increasingly being installed at petrol stations and other large towns.

ii) **Currency information:** Kenyan Shilling (KES; symbol KSh) = 100 cents. Notes are in denominations of KSh1,000, 500, 200, 100 and 50. Coins are in denominations of KSh20, 10 and 5.

iii) **Funds Needed for Survival and beyond:** You will need funds for buying the course-work writing materials, personal items and to pay telephone bills. If you plan on traveling or buying souvenirs etc., you will need to have access to money over and above the costs for tuition, fees, room and board. Please keep these expenses in mind when planning for your trip. Remember, it is always better to have extra money on hand for those "emergency" situations.

For security reasons - do not carry large amounts of cash with you. You will need some cash in Kenya Shillings when you arrive in Kenya. Money can be exchanged at the forex bureaus at the airport. We suggest that you have at least Kshs. 8000.00 in cash for your immediate use. This is necessary especially if you are arriving in Kenya when banks are closed, i.e., before 9:00 am or after 3:00 pm on weekdays or on weekends.

Local shops around the University do not accept any checks, including travelers' checks. Therefore, we strongly suggest that you have some Kenya Shillings on arrival at the university.

International students are encouraged to refer to the Full Universal Currency Converter Website: <http://www.xe.com/ucc/full.shtml>

## **University Housing (Residential Life):**

Welcome to the USIU Hostels, your 'home away from home'!

USIU is mainly a 'day-campus' with limited on-campus housing. Priority is therefore given to international students and Kenyans outside Nairobi.

To live in the Residence Halls, an Undergraduate Student must enroll as a full-time student (9 credit units or more), while a Graduate Student is expected to register for at least 6 units. For those

interested in Off-campus Housing, a recommended list is available from the Housing Office.

USIU Hostels comprise two residential buildings which accommodate 256 students. Each of the residential buildings has a 24-hour, 7-days manned Reception Desk. In addition, USIU Housing provides fully furnished rooms for two people sharing, with beds and mattresses, study tables, chairs and wardrobes. Common rooms on each floor provide a variety of recreational facilities including a table tennis/darts room, and three TV rooms. Within the hostel buildings is also a Study Room.

There are communal bathrooms on each floor shared by occupants from four rooms. Resident Assistants live in each Hostel Wing to provide assistance and facilitate a positive community experience.

The Housing Office staff include the Head of Housing, Hostel Receptionists, Room Attendants, Laundry Attendants and Resident Assistants. The staff, together with the entire University administration, believe that residential life can make a significant contribution to the social, physical and intellectual development of our students

Undoubtedly, USIU Housing provides opportunities for student growth and development through educational, cultural, recreational, and social programs. The Housing Office staff members strive to create in each residence hall a community atmosphere that is both academically and socially stimulating. Student growth and development are encouraged and supported by the staff through floor and hall programs. Each resident is expected to assume responsibility for his/her own actions and to assist in maintaining a comfortable and safe living environment

We understand that student's safety and security in University Housing and around the Campus is important. USIU Housing, in coordination with the University Security, work to provide a safe and healthy living environment for the resident student. The Hostel Receptionists provide security inside University Housing. The primary function of these individuals is to keep a watchful eye on the building and residents by making interior and exterior rounds of the building and responding to hall emergencies. Hostel Receptionists are in contact with the University Security and can be contacted by residents by telephone, 24 hours, 7 days a week.

Need more information? Email us: [housing@usiu.ac.ke](mailto:housing@usiu.ac.ke) or call: +254 -20- 360 6 265

## Getting To USIU . . .

Most international students coming to USIU fly into Jomo Kenyatta International Airport, Nairobi. Though there is good public transport from the airport to the city center, it is advisable to take a cab/ Taxi directly from the airport to the university - which is off Thika road, after the main entrance to Safari Park Hotel.

The following taxi companies operate from the airport:

Jambo Taxis – Telephone (254) 20-822114

Kenatco Taxis – Telephone (254) 20-824248

Europcar – Telephone (254) 20-827671

Njewa Taxis – Telephone (254) 20-0722 752520

They all have desks at the airport. The taxi fare from the airport to USIU is approximately Kshs. 2000 - 3,000/=.

***Please Note:*** The University is not responsible for any transport transactions made between the students and transport companies (meaning the University will not be liable).

## What's near the College –

- Supermarkets e.g. The Naivas, Depot – these are just a short distance away.
- Banks (with ATM facilities) – e.g. Barclays, Standard Chartered and Kenya Commercial Bank (KCB).
- The Safari Park Hotel.
- Kasarani Sports Complex Centre - has many sports facilities e.g. Swimming pools & in-door games facilities etc.
- The Kasarani Police Station.
- Off-campus Hostels that can accommodate more students.

## Places of Interest in Nairobi

Nairobi city offers various services and leisure activities, major banks, departmental stores, theatres, cinemas and pubs. As with all major city centers, you should exercise caution.

### a) The Shopping Malls:

**The Sarit Center** – The Sarit Centre is Kenya's first, biggest and busiest shopping mall. It is located in the suburb of Westlands and is approximately 3 kilometers from the Central Business District. The Sarit Centre is an inter-active shopping mall, offering one-stop access to a complete range of supermarkets, stores, service outlets, banks, entertainment venues, restaurants, professional and medical facilities, etc.

Other 'safe' shopping malls are:

- **Village Market**
- **Nakumatt Junction**
- **Prestige Plaza**

### b) Major “entertainment” venues:

***Panari Sky Centre*** - It's a state-of-the-art architectural jewel comprising of a huge shopping mall, ice skating rink, cinema theatres and host of food courts catering for the varied exotic tastes.

***The Panari Hotel*** - a beautiful hotel along Mombasa Road. The hotel is conveniently located within five kilometers either from the city center or Jomo Kenyatta International Airport. While at the hotel, customers can get a good view of the Nairobi National Park.

***The Carnivore Restaurant*** - A very popular restaurant with tourists. Specializes in game meat. Has a disco which is popular with the Kenyan youth.

***The Pavement Club and Discotheque*** - A pleasant restaurant with live music on occasions as well as poetry recitals and high tech disco.

***K2 Club*** - A restaurant with pool tables and djs playing various music.

## c) Places to Eat:

### **Fast Food:**

- i) Steers
- ii) All food courts
- iii) Nando's
- iv) Pizza Inn
- v) Wimpy

### **Restaurants:**

- i) Hashimi (Nakumatt Ukay)
- ii) Food Courts in Sarit Center and Village Market
- iii) Java
- iv) Kengeles

## d) Major Health Care Centers

- i) Nairobi Hospital
- ii) The Aga Khan Hospital, etc.

## e) Some Tourists' attraction sites:

### **I) THE KENYA NATIONAL PARK**

The Kenya National Park, only 8km from the City Centre is Nairobi's pride as no other bustling capital can boast a paradise of wildlife on its doorstep. The 117 km Nairobi National Park is unique by being the only protected area in the world with a variety of animals and birds close to a major city. The open grasslands of Kenya's oldest and smallest park supports herds of game including wildebeest, hartebeest, impala, eland, zebra, grant's and Thomson's gazelle. Hippos can be seen at the seasonal swamps and occasionally lion and cheetah. An animal orphanage is located near the main gate on Langata road. Here young and sick animals are nursed in wired enclosures before being returned to the wild.

### **II) THE MUSEUM**

It is a 10 minute drive from the city center and is worth a few hours' visit. There are permanent early history and wildlife exhibits, and temporary exhibitions on various specialties. Your visit to the museum will last about 2hours and will start with a look at the main building which houses the galleries mentioned above. Adjacent to the museum's main galleries is the Nairobi snake park. This is also an interesting place to visit and displays a number of reptiles both in cages and in pits.

An hour and a half is allocated for the main galleries while 30 minutes will be spent at the snake park for those gutsy enough to walk in. In the same snake park is also a collection of aquariums displaying various fishes found in Kenyan Lakes and rivers.

### **III) THE BOMAS OF KENYA**

Located a few kilometers from the city center is the Bomas of Kenya, a living museum of indigenous Kenyan life. Here numerous homesteads (bomas) have been recreated to portray the traditional lifestyles of Kenya's many tribes. Also enjoy colorful performances by dancers which depict events in their respective tribes.

### **IV) MAASAI MARKET**

The Maasai Market is an informal market where Maasai women sell Maasai crafts. It takes place on Tuesdays in town near the USIU bus stop, Friday at the Village Market and on Sundays at the YAYA center. The best buys include makonde carvings, sometimes made from ebony (but often softer woods stained with boot polish), kiondos (woven sisal baskets), jewellery and tribal souvenirs, including colourful Maasai-beaded jewellery, the decorated calabash (dried gourds) and spears and shields. There are also batiks, local sarongs (kangas and kikois), soapstone carvings from Kisii in the west of Kenya, and paintings.

## Getting around:

### **WALKING DISTANCE FROM CAMPUS – (e.g. to Safari Park Hotel or Kasarani Sports Complex, etc.)**

Be sure to have good, comfortable shoes, if you are to walk for short distances. There is also good public transport service to get you there, and even to the city center. But it is best to make friends with someone (preferably a Kenyan) to move around with outside campus for sometime (for convenience reasons e.g. language, safety etc.).

### **GETTING TO ALL OTHER PLACES (FAR FROM CAMPUS) – TRANSPORT**

Students get to know most of the places by participating in the City tour for all International students (this is done during the Orientation week). There is convenient public transportation from the campus to the city center and back. However, the campus has contracted a bus shuttle for the students that operate from the campus to the city center. The buses leave the campus and town after every one hour. There are semester based charges for the same. To get to other sites, students can use the public transport, e.g. the Matatus (small vans), Kenya Buses or Taxis (cabs).

Students can join in the excursions (trips) that re organized every semester. They are also encouraged to join in university clubs and sports' teams as they travel around for various events. However, they will be required to meet the travel expenses.

## Towns to Visit:

### **I) NAIVASHA**

The local people named the lake in Naivasha, 'naiposha', meaning rough storms. Naivasha region is known world-wide mainly for "Hell's Gate" and it's a famous place for hot springs.

### **II) NAKURU**

Nakuru provides the visitor with one of Kenya's best known images. Thousands of flamingoes, joined into a massive flock, fringe the shores of this soda lake. A pulsing pink swathe of life that carpets the water, the flamingos are a breathtaking sight.

Nakuru lake has become world famous for these birds, who visit the lake to feed on algae that forms on the lake bed. They move back and forth, feeding and occasionally and spectacularly taking to flight, filling the sky over the lake with colour. The lake is extremely variable in size- changing from 5 up to 30 sq kms in area.

### **III) MOMBASA**

It is the largest town on the Kenyan coast. The coast has white sandy beaches and deep blue waters

brimming with marine life. This area has a long history from the time of Arabian spice traders. Along with the Portuguese they built towns which are still in existence today.

#### IV) LAMU

An isolated town that has retained all its old world splendor, almost totally preserved from the last century. Lamu is a must to visit.

## What is it like to study in the country (on cultural expectations)?

Kenya has invested a significant amount of resources in its education system over the last few years. The academic climate is dynamic, innovative and progressive and features a large number of institutions, both public and private.

An ever-growing number of foreign students are enrolling in Kenya's academic institutions, thereby increasing its multi-cultural appeal. USIU works with a number of exchange partners in USA, Europe, and Asia.

**The Nairobi Climate** – The average temperature in Nairobi is 21-26 degrees centigrade.

Temperatures elsewhere depend on altitude. July to August marks the Kenyan winter (It's cold and chilly). Broadly speaking, January-February is dry. March-May is moderately wet. June-September is dry. October-December is relatively wet.

**Clothing** – Be prepared for a tropical climate, bearing in mind Kenya has a conservative culture. Clothing can be casual during the hot seasons but you may need warm clothing for the wet and cold seasons. --- "**NEATNESS**" is the word.

**Food** - Kenyans are primarily meat eaters. Vegetarians may experience some difficulty in finding a variety of food. Some Indian restaurants in Nairobi generally offer a good selection of vegetarian and Vegan meals. There are several dedicated health food restaurants in the city.

**What is there to do at USIU?** - There is something interesting going on at the college almost every day. There might be a public lecture, musical, sports or clubs' events taking place or a program presented by the residents at the hostels.

**Getting Involved** – Your experience at USIU will be all the richer if you get involved in campus activities, or even extend yourself beyond the campus.

With more than 20 clubs organized and run by students, you are bound to find one that you would like to join. A popular club has been the Global Networking Club (GNC) where you can meet fellow students from other countries. Getting involved in residence programs (for those living on campus), and getting involved in Community Service activities within and around the campus are other ways to meet and interact with other students. It would be helpful to bring family photographs, regional recipes, and tourist information from home to share with other students during social gatherings.

## Some Offices that handle International Students' Affairs:

**A) VICE CHANCELLOR'S OFFICE: Enquiry Contacts:** skenga@usiu.ac.ke or Tel: (254) 20-3606(Ext:411)

**B) DEPUTY VICE-CHANCELLOR, STUDENT AFFAIRS:**  
**Enquiry Contacts:** romuka @usiu.ac.ke or Tel: (254) 20-3606(Ext 436: or 437)

**C) DEPUTY VICE-CHANCELLOR, ACADEMIC AFFAIRS:**  
**Enquiry Contacts:** etiato@usiu.ac.ke or Tel: (254) 20-3606(Ext:406 or 407)

**D) DEAN OF STUDENTS OFFICE:**  
**Enquiry Contacts:** jnyaga@usiu.ac.ke or Tel: (254) 20-3606(Ext:187 or 281)

**E) INTERNATIONAL STUDENTS OFFICE:**  
**Enquiry Contacts:** knjagi@usiu.ac.ke or Tel: (254) 20-3606 (Ext:212)

This is your contact office for all international related questions. In brief, the International office offers the following services:

- Handles specific problems and concerns of individual International students.
- Coordinates Student Exchange/Study Abroad Programs.

**F) ADMISSIONS OFFICE:**  
**Enquiry Contacts:** admit@usiu.ac.ke or Tel:(254) 20-3606(Ext:300/247/563)

The office handles all the application forms for admission including cases of Re-admission, Admission Tests like the TOEFL, GMAT, GRE scores, evaluation of possible undergraduate transfer credits.

**G) HOUSING OFFICE:**  
**Enquiry Contacts:** mkisilu@usiu.ac.ke or Tel: (254) 20-3606(Ext:265/262/279)

Provides information regarding housing on and off-campus. Allocates rooms every semester to applicants on the waiting list. Provides supervision of housing and laundry staff to ensure quality housing and laundry services. Ensures that residents are properly checked-in and out of the hostels. Maintains students' discipline in the hostels.

**G) REGISTRAR'S OFFICE:**  
**Enquiry Contacts:** registra@usiu.ac.ke or Tel:(254) 20-3606(Ext:332/239/217)

This office handles Course Registration, issuance of Students' ID cards, Update of Students' information and Immigration matters.

Every student is assigned a Student Identification Number by the University. This is the number that appears on your acceptance letter. The number is to be used on all University transactions and is strictly for use of University purposes only.

**H) IMMIGRATION INFORMATION:**  
**Enquiry Contacts:** rkiguta@usiu.ac.ke or [registra@usiu.ac.ke](mailto:registra@usiu.ac.ke): Tel: (254) 20-3606(Ext :217)  
*(Please refer to 'Immigration Matters' page)*

**I) THE FINANCE (BUSINESS) OFFICE:**

**Enquiry Contacts:** [finance@usiu.ac.ke](mailto:finance@usiu.ac.ke) or Tel: (254) 20-3606(Ext:213 / 561)

*(Please refer to 'Money Matters' page)*

**J) HEALTH CENTER:**

**Enquiry Contacts:** [jkimeu@usiu.ac.ke](mailto:jkimeu@usiu.ac.ke) or Tel: (254) 20-3606(Ext:229/230/542)

We have a Health Clinic managed by qualified Health Practitioners. The Student Health Services include initial emergency care and first aid for all students. The clinical practitioners attend to common ailments, such as flu, soft tissue injuries food poisoning, etc. Based on his/her evaluation, a student may then be treated or referred to specific hospitals or for a consultant's opinion. Patients having health care Insurance plans may then load the costs of such referrals to their insurance firms.

**All international students (and residents at the hostels) are encouraged to purchase the University (USIU) Health Insurance Plan.** International students ***MUST*** possess valid Medical Insurance Covers. In most cases, the International Medical Insurance Covers that students purchase at their 'home' countries do not work here because most hospitals in Kenya do not have contractual agreements with those insurance companies. By purchasing the University Health Insurance Plan it means the student is covered medically (both for in-patient and out-patient conditions).

A student is required to complete and submit the Health Insurance form ***WITHIN 14 DAYS*** from the beginning of each new Semester. Attached to the form should be one (1) passport-size photograph. (The forms are available at USIU clinic).

**Please note:** Should any student have a 'valid' Medical Insurance Cover, he/she should take the documents (preferably a letter from the Insurance firm) to the Health Services Coordinator (at the USIU Health Clinic) or International Students Officer for verification. If the cover is declared valid, the student will be exempted from making payments for the University (USIU) Health Insurance Plan. However, the verification must be done before the end of the first month after the Semester begins. If this is not done, no refund will be claimed.

One can find most kinds of medicines here, but we suggest that students on prescription drugs find out the generic names, and if possible, bring copies of any prescriptions. There are no specific immunizations that are required by students coming from abroad. However, it's advisable to get typhoid and cholera shots due to prevalence of the two conditions. CDC (Centers for Disease Control & Prevention) advises travelers to countries in East Africa to visit the following link for more information: <http://www.cdc.gov/travel/eafrica.htm>

Students wearing contact lenses should bring at least a month's supply of the necessary solutions, so that if you are unable to locate your regular brands in Nairobi, you will have a supply to last you until more can be sent from home.

**Clinic Working hours:**

**Mondays through Fridays:** 8:00am to 10:00pm

**On Call Hours:**

There is a part time clinical practitioner on call between 10:00pm to 8:00am to assist resident students in case of medical emergencies.

**Saturdays:** 8:00am to 6:00pm then 6pm-8am

**Sundays:** 8:00am to 6:00pm then 6pm to 8am

The Health Center remains closed on public holidays. Services are not offered to students while the University is off session.

## **K) COUNSELING CENTER:**

**Enquiry Contacts:** counseling@usiu.ac.ke or Tel: (254) 20-3606 (Ext:311)

Counseling is an integral part of student services. The Counseling Center is made up of two sub-sections: psychological counseling and career counseling. The primary mission of the counseling staff is to assist students, staff and faculty with their personal problems, help them develop their personal and academic potential and promote mental health.

Services are provided by professionally trained staff. Counseling sessions are strictly confidential. The counseling center is situated within the Psychology Block opposite the Students Affairs Council (SAC) offices. The USIU community is most welcome to pay a visit.

## **L) ACADEMIC AFFAIRS OFFICES:**

### **a) Dean — Chandaria School of Business:**

**Enquiry Contacts:** business@usiu.ac.ke or (254) 20-3606(Ext:414 or 418)

The mission of the School of Business Administration is to provide students with a range of knowledge, skills, and problem-solving abilities to respond to the need for successful management of business firms, government organizations, and other not-for-profit organizations in a changing transnational environment.

Programs that fall under School of Business Administration are: Accounting; Business Administration (B.Sc.); International Business Administration (B.Sc.); Hotel & Restaurant Management (B.Sc.); Tourism Management (B.Sc.); Master of Business Administration (MBA), Global Executive Master of Business Administration (GEMBA) and Executive Master of Science in Organizational Development (EMOD).

### **b) Dean — School of Humanities and Social Sciences:**

**Enquiry Contacts:** arts@usiu.ac.ke or (254) 20-3606(Ext: 433/226)

Programs that fall under this School are: International Relations (B.A.); Psychology (B.A.); Criminal Justice (B.A.); Counseling Psychology (M.A.) and International Relations (M.A.).

### **c) Dean — School of Science and Technology:**

Programs that fall under this school are: Journalism (B.A.); Information Systems and Technology (B.Sc.). The Sustainable Development Initiatives Centre (SUDIC) is also under this school.

## **M) INFORMATION TECHNOLOGY DEPARTMENT:**

**Enquiry Contacts:** helpdesk@usiu.ac.ke or (254) 20-3606(Ext:240/404)

The Information Technology Department provides core IT services to the University. These include the e-learning, desktop support, the internal network, Internet access, lecture theatre support, along with a number of key University wide applications like enrollment and admissions, email, calendaring, finance and human resources.

Our Academic Computing group provides audiovisual equipment in lecture theatres, and loan equipment for use in seminar rooms and departmental teaching rooms. They also run the computer laboratories that have approximately 300 workstations running in various operating system platforms.

With our comprehensive data input and output services you can digitize pictures, text, photographs, negatives and slides; and create data CD-ROM's and DVDs. You can print in black and white on printers in any of our labs, or send black and white or color printing to high specification printers in the Multi Media Centre.

#### **To use the Computer lab:**

**Working Hours:** Computer labs are open from Monday to Sunday during the hours specified in the lab schedule available in the computer lab. The facilities are available to the registered IST students and students who have paid computer lab usage fees.

#### **N) Cafeteria:**

**Enquiry Contacts:** Tel: (254) 20 – 3606(Ext:302)

The cafeteria offers diversified meals. Meals are on Pay-As-You-Eat or meal plan basis. Students are advised to make their choices carefully as making changes after the semester begins is not be accepted.

#### ***Meal hours in the cafeteria are as follows:-***

##### Monday – Friday:

Breakfast: 7:30 am - 9:30 am  
Lunch: 12:00 noon - 3:00 pm  
Dinner: 7:00 pm - 9:30 pm

##### Saturday:

Breakfast: 7:30 am - 9:30 am  
Lunch: 12:00 noon - 3:00 pm  
Dinner: 7:00 pm – 8:30 pm

##### Sundays:

Breakfast & Lunch (Brunch): 10:00 am - 3:30 pm  
Dinner: 6:30 pm - 8:30 pm

The Snack Bar is open ***Monday to Friday from 10:00 am to 8:00 pm*** and on ***Saturday from 10:00 am to 6:00 pm.***

**Note:** Food from outside is not allowed in the cafeteria.

#### **O) STUDENT AFFAIRS COUNCIL (SAC) OFFICE:**

**Enquiry Contacts:** Tel: (254) 20 – 3606(Ext:243)

The Student Affairs Council, commonly known as SAC is the student governing body at USIU, It consists of 10 senate members, namely: The Chair, Vice Chair, Executive Secretary, Vice Secretary, Treasurer, 3 Academic Representatives and 2 Welfare Representatives. All registered students are

members of the Council. SAC works with the students, faculty and administration on student activities and policies that are related to the overall well-being and interests of the student community. The SAC offices are located within the Student Affairs Block.

## Other Helpful Information:

### ***Global Networking Club (GNC):***

The Global networking club, was started to assist the whole student's fraternity of USIU. It was started by a group of student's from different nationalities e.g.; Kenya, Uganda, Tanzania and Rwanda. However the input of students from other nationalities was also very helpful towards the formulation of the clubs constitution and also activities.

The clubs aims at celebrating and embracing Diversity among USIU students. Celebrating cultures is one of the key strongholds of this club, and this is portrayed by the annual cultural week that is always crowned by a concert on the last day. Apart from the cultural week, the club also enlightens student's from all over the world on the important details about Nairobi and its environs, this is done through a planned city tour to enlighten students on the safe streets, best places to shop and also to go for movies, during the semester this club is committed to ensure that students utilize the opportunities to the fullest by organizing tours to various national parks and beautiful sceneries. This club handles issues and plans events for students from all over the Globe.

For more information please write to us on: [globalnetworkingclub.usiu@gmail.com](mailto:globalnetworkingclub.usiu@gmail.com)

### ***Mail:***

Postal Mail is directed to the students' most current addresses. On arrival at the University, students should ensure that this information is updated to avoid inconveniences. As for residents, addition of the ***Hostel Room Number on to the address is an added advantage*** because all the students' mail/packages are placed at the students' Hostel pigeon holes.

### **USIU MAIL ADDRESS**

*United States International University-Nairobi*

*P. O. Box 14634-00800*

*NAIROBI*

*Kenya*

*Fax (254) 20-3606100/100 or (254) 20-8562017*

*Phone (254) 20-3606000*

The following are the requirements for any parcel clearance at the Customs Department:-

- i) If you import dutiable items e.g. clothing, ornaments, food stuff, electronics etc., you will be required to pay import duty and Value Added Tax of 25 percent (25%) of the total value of the goods.
- ii) Personal effects are not charged if the person has stayed in the country for a period of not more than three months.

Please Note: To get any parcel cleared, you must produce your passport or any other valid identification. The monies charged by the customs department depend on the value of goods. You will be required to submit your passport to the Mail Office which is situated at the Administration block. For more enquiries, contact: (254) 20-3606330 or (254)- 0733 633624 – (USIU mail number).

Goods must be cleared within the first seven days from the date of arrival. After this period, a demurrage fee is charged per day.

**Email** – Students are encouraged to use the USIU email addresses that are issued to all students after registration by the Registrar. Most administration or course-work information is sent to students through USIU email addresses.

**Electronic Equipment** – Students who wish to bring along any electronic equipment should carry items that possess at least 240 volts. If this is not possible, bring a converter or adaptor for the equipment to work.

**Laundry:** The facility is available on campus, but a small fee has to be paid for every item cleaned.

*The working hours are:*

**Monday – Friday: 8:30 am – 5:00 pm**

**Recreation center** - offers the following facilities to students, staff, and faculty:

Gym  
Aerobics  
TV News & Entertainment  
Pool

### **Cyber Café:**

There is Cyber Café that is located within the campus. It's situated at the hostels (Old block), Ground Floor – opposite the Health Clinic.

### **Services Offered:**

Surfing  
Normal rate: 2.00/-per minute  
Members rates: 1.50/-per minute  
Offline: Friday and Sunday  
Printing: Colored and Black &White  
Binding Services  
Scanning  
CD Burning  
Sale of Stationery  
Sale of Scratch-cards (Mobile phone calling cards)  
Gaming Facilities – Play Stations  
(Coffee, Tea, Mochaccino, Cookies and variety of other snacks available)

### **Opening Hours:**

Monday - Friday: 8:00 am to 11: 00 pm  
Saturday: 9:00 am -10:00 pm  
Sunday: 12 noon – 9:00 pm

## **Mobile/ Cellular Phones:**

A large number of mobile phone shops are available in the large shopping centers. Students can get good handsets from reputable mobile phone brands e.g. Nokia, Motorola, Sony, Samsung etc at affordable rates ranging from Kshs. 5000.00 or even more depending on the student's preference. The mobile phone networks available in Kenya host both local and international calls.

## **Telkom Calling Cards:**

These are cards that can enable one to make international calls to any place in the world. Any telephone connected to a digital exchange and with touch-tone capability can be used including those found in hotels and public telephone booths.

Telkom Calling Cards are available as disposable cards, which you may discard after depletion; also available are rechargeable cards that can be recharged by use of other disposable cards.

Customers make calls by dialing the access code 0844 to the intelligent platform that prompts for language selection. Currently you can select English or Kiswahili. Thereafter, the system prompts you for card number and Password (personal identification number). The system verifies the validity of the card number and guides the user through the calling process by use of a user-friendly voice guide.

The cards vary in prices, ranging from Kshs.100.00 upwards.

## **Safety Abroad:**

**Enquiry Contacts:** Tel: (254) 20 – 3606(Ext:583)

### **Safety on the Streets:**

Be especially cautious and/or avoid areas where you are likely to be victimized. These include tourist sites, market places, festivals and marginal areas of cities.

Don't use short cuts, narrow alleys or poorly lit streets. Try not to travel alone at night.

Avoid public demonstrations and other civil disturbances.

Keep a low profile and avoid loud conversations or arguments. Do not discuss travel plans or other personal matters with strangers.

Avoid scam artists. Beware of strangers who approach you, offering bargains or to be your guide.

Do not accept food from strangers.

Beware of pickpockets. They often have an accomplice who will:

*jostle you*

*ask you for directions or the time*

*point to something spilled on your clothing,*

*or distract you by creating a disturbance.*

*A child or even a woman carrying a baby can be a pickpocket. Beware of groups of vagrant children who create a distraction while picking your pocket.*

Wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.

Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. When possible, ask directions only from individuals in authority.

Know how to use a pay telephone and have the proper change or token on hand.

Learn a few phrases in the local language so you can signal your need for help, the police, or doctor. Make a note of emergency telephone numbers you may need: police, fire and your hotel.

If you are confronted, don't fight back. Give up your valuables. Your money and passport can be replaced, but your life can't. If you have to ask for directions ask a uniformed security guard.

### **TIPS:**

Leave a copy of your itinerary with family or friends at home in case they need to contact you in an emergency.

Make two photocopies of your passport identification page, airline tickets, driver's license and the credit cards that you plan to bring with you. Leave one photocopy of this data with family or friends at home; pack the other in a place separate from where you carry your valuables.

Leave a copy of the serial numbers of your travelers' checks with a friend or relative at home. Carry your copy with you in a separate place and, as you use the checks, cross them off the list.

To avoid problems when passing through customs, keep medicines in their original, labeled containers. Bring copies of your prescriptions and the generic names for the drugs. If a medication is unusual or contains narcotics, carry a letter from your doctor attesting to your need to take the drug. If you have any doubt about the legality of carrying a certain drug into a country, consult the embassy or consulate of that country first.

Bring travelers checks and one or two major credit cards instead of cash.

Pack an extra set of passport photos along with a photocopy of your passport information page to make replacement of your passport easier in the event it is lost or stolen.

Put your name, address and telephone numbers inside and outside of each piece of luggage. Use covered luggage tags to avoid casual observation of your identity or nationality. If possible, lock your luggage.

Consider getting a telephone calling card. It is a convenient way of keeping in touch. If you have one, verify that you can use it from your overseas location.

Make a note of the credit limit on each credit card that you bring. Make certain not to charge over that amount on your trip. In some countries, people have been arrested for innocently exceeding their credit limit. Ask your credit card company how to report the loss of your card from abroad:

***The following are the numbers you can call in case of an emergency.***

USIU Line - (20) 3606000 – Ask for Security Personnel

999(landline) – The Direct Police Emergency Line

911(mobile) – The Safaricom Emergency Security Service line – They will connect you to the Police department immediately.

## **Culture Shock**

Culture shock is the disorientation that may result from a myriad of new and ambiguous stimuli in the overseas environment.

In our own culture, we know what to expect when we go shopping or attend a college class. We understand both the words and nonverbal signals of the people with whom we come in contact with.

In another culture, words, intonation and “body language” may not have the exact same meaning that we would normally assign to them. Everyday acts such as shopping, banking and driving require much greater attention and energy and involve a much higher degree of uncertainty. Is this the right line to be in? Am I on the right side of the road? What did he mean by that peculiar intonation of voice? Obviously, when the language is different, much greater ambiguity arises. Frequently, you may not understand all that was said, or if you do, you may not know what the appropriate response is.

One result of this uncertainty is fatigue. Constant need to pay attention to things that we take for granted in our own cultures is very tiring. Frequently, sojourners in another country react by temporarily withdrawing from contact with the people or by becoming hostile. In extreme cases, there can be physical symptoms.

Culture shock varies with each individual. Some may feel it very mildly or not at all while others may feel quite tired, irritable and withdrawn. There is, however, a somewhat predictable cycle that people living a foreign culture experience. For the first few weeks there may be a sense of euphoria because everything is so new and exciting. This is usually followed by a period of decline where the effort of trying to understand everything seems overwhelming and you may feel fatigued, perhaps depressed or hostile toward the host country culture. As the stay progresses and you begin to understand the language, customs and behavior better, spirits rise and you will begin to feel more at home. Often, shortly before leaving home, there is once again a euphoric feeling and even a reluctance to leave.

### **What can you do to minimize culture shock?**

First of all, simply recognizing your feelings for what they are can help. If you realize that your reluctant to go out and meet people is predictable phase of cultural adjustment, it is somehow easier to cope with. Second, when you pack for your trip, take along one or two things that remind you of home: a favorite tape, mementoes from home such as photographs or anything else that can give you comfort. Thirdly, plan to rest more. Taking naps or going to bed earlier can help combat the fatigue. Talk about your feelings with other students who may be experiencing the same thing. Last, make an effort to learn at least one thing useful about the language or culture each day. The more you know, the more you will feel at home.

### **Local Kiswahili Utility Words:**

General greeting 'Jambo' (Hello) responded to with 'Jambo'!

'Habari' (also general greeting) - meaning 'how are you' - usually responded to with 'mzuri' - meaning 'fine or doing well'.

English - Kiswahili

Thank you - Asante

Here - Hapa

Haste - Haraka

Okay - Haya, Sawa

Welcome - Karibu

Accident - Ajali

To write - Andika

Father - Baba

Mother - Mama

Sister - Dada

Girl; lady - Msichana

Boy; young man - Kijana

Gentleman - Bwana

Bus - Basi

Cold - Baridi

Tea - Chai

Joy, Happiness - Furaha

Laundry - Dobi

Medicine - Dawa

To do, make - Fanya

Anger - Hasira

Darkness - Giza

Get tired - Choka

Luck - Bahati

Not yet, stil - Bado

Envelope - Bahasha

Road, Highway - Barabara

Letter - Barua  
Food - Chakula  
Toilet - Choo  
School, College - Chuo  
Doctor - Dakrari  
Class - Darasa  
Driver - Dereva  
Right here - Hapa hapa  
Destroy - Haribu  
Danger - Hatari  
To go - Enda  
Up, above - Juu  
Coffee - Kahawa  
Paper - Karatasi  
Chicken - Kuku  
Come - Kuja  
Child, Baby - Mtoto  
Clothes - Nguo  
House - Nyumba  
Bathe, Shower - Oga  
How much money? Pesa ngapi?  
Sorry, Condolence - Pole  
A friend, Pal - Rafiki  
Work, Job - Kazi  
Love; Like - Penda  
Goodbye - Kwaheri  
Indeed, Yes - Ndiyo  
Warning - Onyo  
Law, Constitution - Sheria  
Permission - Ruhusa  
Night - Usiku  
Morning - Asubuhi  
Afternoon - Alasiri  
Late afternoon - Jioni